

# Product Safety Recall

## N212330040 Driver Seat Belt Cable May Separate



Release Date: April 2021

Revision: 00

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery April 8, 2021. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

| Make      | Model          | Model Year |      | RPO | Description |
|-----------|----------------|------------|------|-----|-------------|
|           |                | From       | To   |     |             |
| Chevrolet | Silverado 1500 | 2014       | 2016 |     |             |
| GMC       | Sierra 1500    | 2014       | 2015 |     |             |
| Chevrolet | Tahoe          | 2015       | 2016 |     |             |

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

|                   |   |
|-------------------|---|
| <b>Condition</b>  | General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 – 2016 model year Chevrolet Silverado 1500, 2014 – 2015 model year GMC Sierra 1500, and 2015 – 2016 model year Chevrolet Tahoe vehicles. As part of the remedy for a prior GM recall (NHTSA Recall No. 16V209 or 18V291 / GM Recall No. 15822 or 18156), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. In rare circumstances based on usage, the cables can fatigue and may separate over time as a result of occupant movement into the driver's seat. If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash. |
| <b>Correction</b> | Dealers will replace the driver seat belt lap pretensioner.   |

### Parts

| Quantity |  | Part No. |
|----------|--|----------|
| 1        | Tensioner Kit – Driver Seat Belt – Jet Black   | 19356262 |
| 1        | Tensioner Kit – Driver Seat Belt - Dune  | 19356264 |
| 1        | Tensioner Kit – Driver Seat Belt - Cocoa   | 19356267 |
| 1        | Tensioner Kit – Driver Seat Belt – Dark Ash Grey                                     | 19356263 |
| 1        | Pnl-Side Shield - Two Way Manual LH Remote Recline - Dark Ash Grey                   | 84233205 |
| 1        | Pnl-Side Shield - Two Way Manual LH Remote Recline and Manual Lumbar - Dark Ash Grey | 84233193 |
| 1        | Pnl-Side Shield - Two Way Manual LH Remote Recline and Manual Lumbar – Jet Black     | 84233192 |
| 1        | Pnl-Side Shield - Power LH - Jet Black   | 84233195 |
| 1        | Pnl-Side Shield - Power LH – Dark Ash Grey   | 84233196 |
| 1        | Pnl-Side Shield - Power LH - Dune  | 84233200 |
| 1        | Pnl-Side Shield - Power LH - Cocoa   | 84233199 |

**NOTE:** Through GM's continuous improvement process, the above listed parts have been determined to be the most effective design when performing this repair. **Use only the parts listed above** for this repair. The EPC may identify different part numbers for these components, do not use the parts listed in the catalog.

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. A quantity limiter may be in effect.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

# Product Safety Recall

## N212330040 Driver Seat Belt Cable May Separate



### Warranty Information

| Labor Operation | Description  | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9105698         | Replace Driver Side Front Seat Belt Anchor Plate Tensioner (Includes Disposal of Pyrotechnic Device)<br>ADD: Replace Front Seat Cushion Outer Finish Cover | 0.5<br>0.1 | ZFAT        | N/A      |
| 9105699         | Customer Reimbursement Approved<br>- For USA and Canada dealers only<br>- For Export dealers only  | N/A<br>0.2 | ZFAT        | *        |
| 9105700         | Customer Reimbursement Denied – For USA dealers only   | N/A        | ZFAT        | **       |

Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

\* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

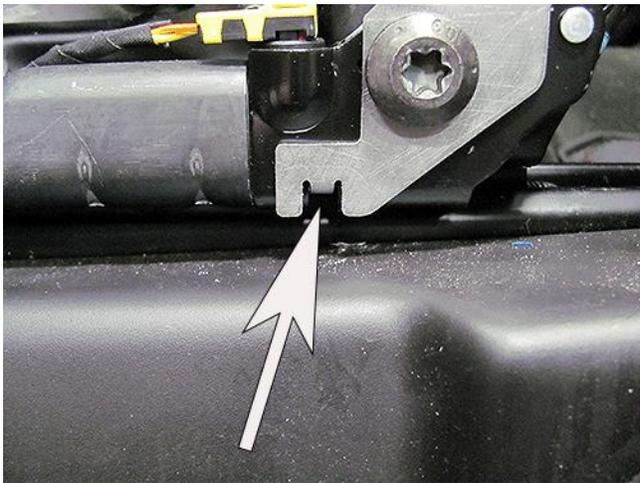
For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

### Service Procedure

**Important: This service procedure has two versions, one for vehicles previously repaired under recall #15822 and a separate procedure for vehicles previously repaired under recalls #15822C and #18156. Check the “Transaction History” section in IVH to determine what procedure to use based on previous repairs. Note that repairs previously performed under #15822 will display as N150822 in the “Transaction History” section in IVH.**

#### Procedure for Vehicles Repaired Under Recall # 15822C and #18156



4551063

**NOTE:** If a tensioner bracket was installed as part of a previous service, discard the bracket. The new replacement front seat belt anchor plate tensioner design eliminates the need for the bracket.

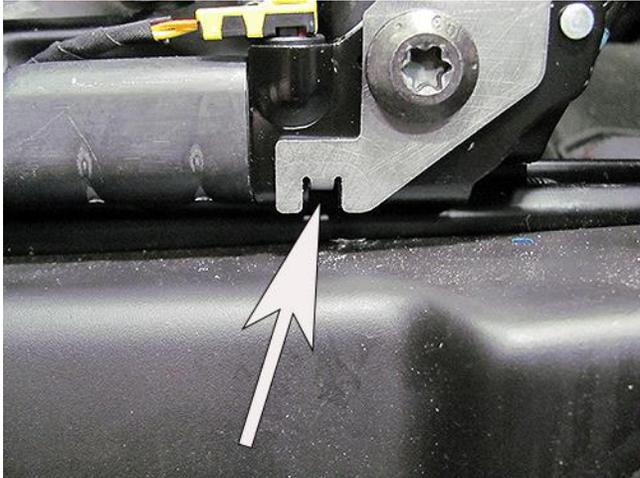
1. Replace the driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
2. Scrap the removed driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

# Product Safety Recall

## N212330040 Driver Seat Belt Cable May Separate



### Procedure for Vehicles Repaired Under Recall # 15822



4551063

**NOTE:** If a tensioner bracket was installed as part of a previous service, discard the bracket. The new replacement front seat belt anchor plate tensioner design eliminates the need for the bracket.

1. Remove the driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
2. Transfer the seat switch (if equipped) and hardware onto the new seat side shield panel. Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.
3. Complete the installation of the new seat belt anchor plate tensioner and new seat cushion outer finish cover. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
4. Scrap the removed driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

#### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

#### Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the

# Product Safety Recall

## N212330040 Driver Seat Belt Cable May Separate



required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at anytime to the dealer. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

---

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**



# IMPORTANT SAFETY RECALL

May 2021

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in 2014-2016 model year Chevrolet Silverado 1500, 2014-2015 model year GMC Sierra 1500, and 2015-2016 model year Chevrolet Tahoe vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall N212330040.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

As part of the remedy for a prior GM recall (NHTSA Recall No. 16V209 or 18V291 / GM Recall No. 15822 or 18156), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. The flexible steel cable connecting the driver's seat belt to the outboard side of the seat may be repeatedly bent over the seat side shield as the driver enters and exits the vehicle causing the cable to fatigue and separate. A broken pretensioner cable reduces the effectiveness of the driver's seat belt, increasing the risk of injury in a crash.

**What will we do?**

Your GM dealer will replace the driver seat belt lap pretensioner. This service will be performed for you **free of charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual correction time of approximately 40 minutes.

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible.

**Did you already pay for this repair?**

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

| Division              | Number         | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Chevrolet             | 1-800-630-2438 | 1-800-833-2438        |
| GMC                   | 1-866-996-9463 | 1-800-462-8583        |
| Puerto Rico – English | 1-800-496-9992 |                       |
| Puerto Rico – Español | 1-800-496-9993 |                       |
| Virgin Islands        | 1-800-496-9994 |                       |

## Product Safety Recall

### N212330040 Driver Seat Belt Cable May Separate



If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V245.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall: N212330040