

## **Frequently Asked Questions (FAQs) for Safety Recall N212330040 Driver Seat Belt Cable May Separate**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

**Q1) Which vehicles are involved?**

**A1)** Certain 2014-2016 model year Chevrolet Silverado 1500, 2014-2015 model year GMC Sierra 1500, and 2015-2016 model year Chevrolet Tahoe

**Q2) What is the issue or condition?**

**A2)** As part of the remedy for a prior GM recall (NHTSA Recall No. 16V209 or 18V291), 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.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

**A3)** Wear on the cable sleeve will indicate a potentially fatigued pretensioner cable.

**Q4) What is the remedy/repair?**

**A4)** Dealers are to replace the driver seat belt lap pretensioner.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

**A5)** 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.

**Q6) Does the customer have to pay for this remedy/repair?**

**A6)** No, this inspection/repair will be done at no cost to the customer.

**Q7) Is the remedy/repair available now?**

**A7)** No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

**A8)** If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

**A9)** Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

**A10)** Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated

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with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.