

Frequently Asked Questions (FAQs) for Safety Recall N222372380 Third Row Seatbelt Buckle Retention

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) General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2021 – 2022 model year Cadillac Escalade and Escalade ESV vehicles, 2021 – 2022 model year Chevrolet Suburban and Tahoe vehicles, and 2021 – 2022 model year GMC Yukon and Yukon XL vehicles.

Q2) What is the issue or condition?

A2) In certain of these vehicles, the rivet that retains the buckle to the mounting bracket in the left or right side third-row seatbelt buckle assembly may not have been properly formed during the manufacturing process.

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

A3) None.

Q4) What is the remedy/repair?

A4) Dealers will inspect the rivet head formation on both the left and right side third row seatbelt buckle assemblies and replace seatbelt buckle assemblies as necessary.

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

A5) If the third-row seatbelt assembly is not properly riveted, it may not properly restrain occupants in a crash, increasing the risk of injury.

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) Yes, please see the attached bulletin for details. This bulletin contains an inspection procedure for both dealer inventory and customer vehicles. It is estimated that a very small percentage of the involved vehicles will fail the inspection and require part replacement. Vehicles (both dealer inventory and customer owned) that pass this inspection procedure should be closed using the “Inspect Only – Vehicle Passed Inspection (No Further Action Required)” labor code 9106434.

Vehicles in dealer inventory: Vehicles in dealer inventory that do not pass the inspection procedure contained in this bulletin **cannot be sold or delivered** to the customer. When the required parts become available, a revision will be made to this bulletin, at which time those vehicles can be repaired, closed, and delivered. Floor plan/WCAP reimbursement will also be added for vehicles which did not pass the inspection procedure. All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes unless the vehicle has passed the inspection procedure contained in this bulletin.

Customer-owned vehicles: If a customer vehicle passes the inspection procedure contained in this bulletin, the customer should be advised that their vehicle has passed

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and there is no need to return their vehicle to the dealership for service under this recall. If the vehicle does not pass the inspection procedure, **advise the customer to not allow passengers to use the seating position that failed the inspection until the seatbelt buckle assembly for that seat has been replaced.** Further advise the customer that GM is working to obtain the parts necessary to complete the recall repairs and will send the customer a letter when parts are available.

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