

F/CMVSS Noncompliance Recall

N232403240 Child Seat Anchor Interference



Release Date: May 2023

Revision: 02

Revision Description: This bulletin has been revised to add the customer notification letter. Please discard all previous copies of bulletin N232403240-01.

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.

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	Equinox	2020	2023		
GMC	Terrain	2020	2023		

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.

Condition	General Motors has decided that certain 2020 – 2023 model year Chevrolet Equinox and GMC Terrain vehicles may not conform to S9.1.1(a) of Federal Motor Vehicle Safety Standard (FMVSS) No. 225, “Child restraint anchorage systems.”, (CMVSS) No. 210.2, “Lower Universal Anchorage Systems for Restraint Systems and Booster Seats”. One or more of the four rear seat lower child seat LATCH anchorage bars may have been finished with excessive powder coating, which could cause portions of the bar to exceed FMVSS 225’s 6 mm ± 0.1 mm diameter requirement. Excessive powder coating could, in rare cases, prevent the installation of a child seat using the LATCH anchorage bars. Should this occur, owners should install child seats in the subject vehicles using the vehicle’s rear seat belts, in accordance with the vehicle owner’s manual and child-seat manufacturer’s installation instructions, until the recall repair is performed. If child seats are not properly installed, there is increased risk of injury in a crash.
Correction	Dealers will inspect and, if necessary, remove and replace the finish on rear seat lower child seat LATCH anchorage bars.

Parts

Quantity	Part Name	Part No.
1	3M Single Step Primer	3M 08681 (125ml) 08682 (30ml) Or Equivalent Single Step Black Pinch Weld and Glass Primer

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106808	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9106809	Inspect, Sand to Bare Metal, Repaint, and Recheck Dimensions (up to 2 seat anchors) Add: Additional Time (if 3 or more seat anchors require rework)	0.4 0.1	ZFAT	*
9106810	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	**
9106811	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.

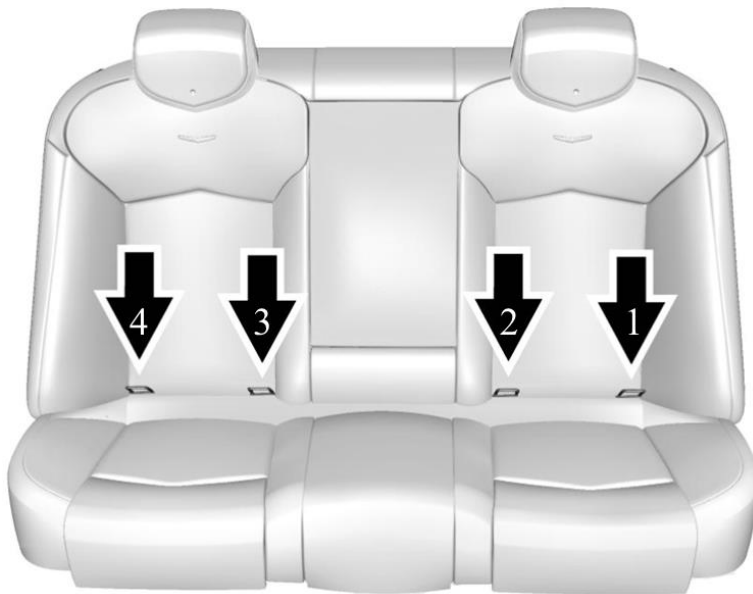
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- * 3M 08681 (125ml) 08682 (30ml) or Equivalent Single Step Black Pinch Weld and Glass Primer (locally sourced). Not to Exceed USD \$4.25 per vehicle, (\$6.00 CAD). One 125 ml. container should service 30 vehicles. One 30 ml. container should service 7 vehicles. Submit amount in Net/Miscellaneous.
- ** For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) 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



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1. Locate the rear seat child seat anchors as shown above.

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2. Using calipers, measure the diameter of the straight part of the anchors parallel to the seats.
 - If the diameter is less than 6.1mm, no further action is required for that specific anchor.
 - If the diameter is GREATER than 6.1mm, proceed to step 3 and perform the repair steps for any anchor whose diameter exceeds 6.1mm.

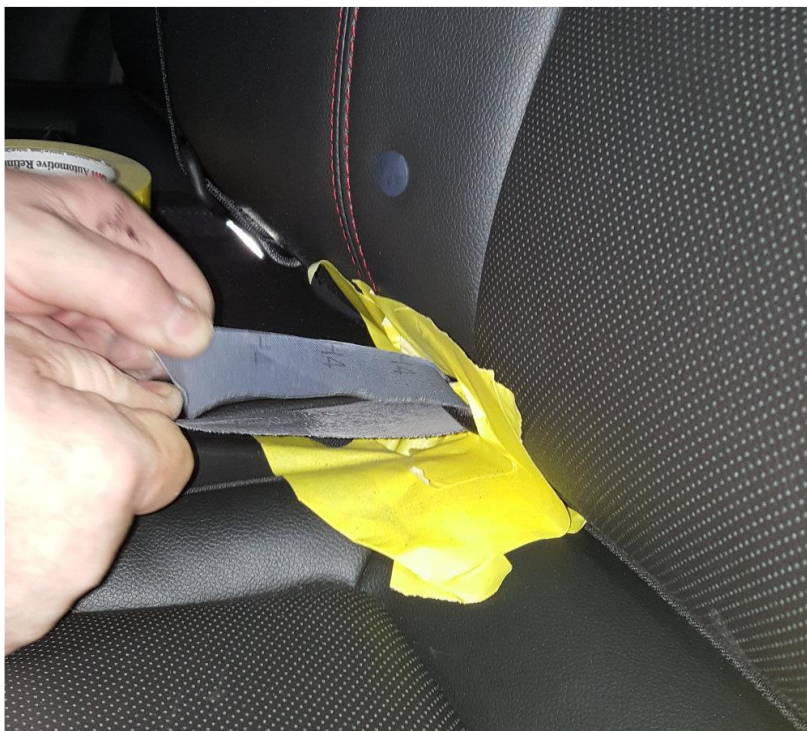
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3. Mask off the area surrounding the anchor using painter's tape, paper, cardboard, or whatever you find convenient and appropriate, as long as it ensures the seats will not be damaged or painted during the repair. Example shown above with painter's tape.



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4. Using a strip of emery cloth or sandpaper 1 inch (25mm) or less in width, sand the powder coated surface down to bare metal. It is only necessary to sand down the part of the anchor that is parallel to the seats – no need to do the parts of the anchor that go through the seat cushion.

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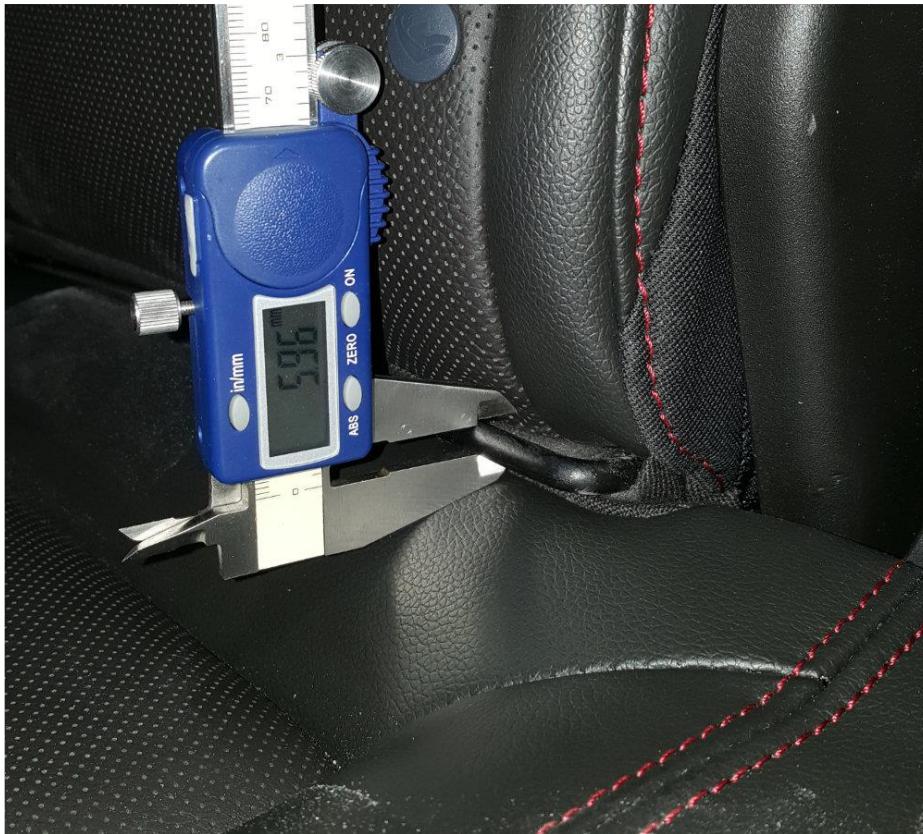
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5. Using your calipers again, confirm that the dimension of the anchor is 5.9mm to 6.0mm in diameter – this indicates that it has been properly resized.
6. Using a clean cloth, wipe down the anchors that were sanded.
7. Using the one-step primer and an acid brush or other appropriate paint brush, repaint the section of the anchor that has been sanded down.

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8. After the paint has dried, masking tape or other material can be removed. Recheck the final thickness as in step 2 and ensure it is NOT greater than 6.1 mm.
 - If the final thickness is LESS than 6.1mm, the repair is complete.
 - If the final thickness is GREATER than 6.1mm, repeat the repair starting at step 3, taking care to ensure that only a thin coat of paint is applied.
9. Using Acrysol and a microfiber cloth, wipe down the seats to remove any dust/debris remaining from sanding down the child seat anchors.

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.

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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 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 USA & Export

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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

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

June 2023

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 certain 2020-2023 model year Chevrolet Equinox and GMC Terrain vehicles may not conform to S9.1.1(a) of Federal Motor Vehicle Safety Standard (FMVSS) No. 225, "Child restraint anchorage systems. As a result, GM is conducting a 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 recall N232403240.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.
- If owners have any difficulty installing the child seat using the anchorage, they are advised to install child seats using the vehicle's rear seat belts until the remedy is complete.

Why is your vehicle being recalled?

One or more of the four rear seat lower child seat LATCH anchorage bars may have been finished with excessive powder coating, which could cause portions of the bar to exceed FMVSS 225's 6 mm ± 0.1 mm diameter requirement. Excessive powder coating could, in rare cases, prevent the installation of a child seat using the LATCH anchorage bars. Should this occur, owners should install child seats in the subject vehicles using the vehicle's rear seat belts, in accordance with the vehicle owner's manual and child-seat manufacturer's installation instructions, until the recall repair is performed. If child seats are not properly installed, there is increased risk of injury in a crash.

What will we do?

Your GM dealer will inspect and, if necessary, remove and replace the finish on rear seat lower child seat LATCH anchorage bars. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 30 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 any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438

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GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 23V339.

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

Regina A. Carto
Vice President
Global Product Safety and Systems

Enclosure
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