



Service Bulletin

SB-10058683-6181

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment - Rear Seat Belt Buckle Damage

MODELS: 2013-2015 Chevrolet Trax
2013-2015 Buick Encore

Due to the small number of vehicles expected to require rear seat belt buckle assembly replacement, a statement has been added to the Parts Information section requesting dealers not to order recall parts for use as shelf stock. Please discard all copies of bulletin 14567.

CONDITION

On certain 2013-2015 model year Chevrolet Trax and Buick Encore vehicles, the rear-seat-belt buckle cover may be broken and fully separated from the rear-seat-belt buckle due to seat-belt-buckle head contact between the ISO fixture and the seat-hinge stud, seat-hinge bracket, or floor panel. This can occur if the buckle is not properly retained in the routing strip. Over time, the seat-belt buckle may intermittently not lock or the webbing may separate from the seat-belt buckle if the buckle cover becomes detached.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

After verifying the above condition, dealers are to replace both rear seat belt buckle assemblies. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after June 24, 2015, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to June 24, 2015, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCCA). It is estimated that less than one percent of the involved vehicles will require rear seat belt buckle assembly replacement. Please do not to order recall parts for use as shelf stock.

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which rear seat belt buckle assembly to order.

Part Number	Description	Quantity/Vehicle
19332425	BUCKLE ASM-R/SEAT DOUBLE (BLACK)	1
19332427	BUCKLE ASM-R/SEAT SINGLE (BLACK)	1
19332426	BUCKLE ASM-R/SEAT DOUBLE (COCOA)	1
19332428	BUCKLE ASM-R/SEAT SINGLE (COCOA)	1

SERVICE PROCEDURE

The rear seat center safety belt buckles may be damaged due to improper seat operation. Use the following steps to verify the condition is present and replace the center rear seat buckle assemblies as required.

1. Move the front seats to the forward most position.
2. Pull the release strap and flip the lower seat cushion forward on both rear seats.
3. Verify which buckles are damaged and require replacement. Use the photos below to identify buckles that are no longer serviceable.



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1. Replace the buckle assemblies that are no longer serviceable. Refer to *Rear Seat Belt Buckle Replacement* in SI.



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Note: The new service belts have plastic sleeves to position the buckles in the correct location. If the vehicle is equipped with elastic straps to locate the buckles to the rear seat cushion, DO NOT route the belts through the elastic straps on the seat.

CUSTOMER REIMBURSEMENT - For U.S.

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by June 30, 2016, unless otherwise specified by state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer **MUST** provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by June 30, 2016. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION – For U.S. and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

Vehicle Still Covered Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
6440800	Rear Seat Center Belt Replacement (Double)	0.2	N/A
6440650	Rear Seat Buckle Side Belt Replacement (Single)	0.2	N/A

Note: For customer reimbursements on vehicles covered under warranty, refer to the GM Service Policies and Procedures Manual.

Vehicle No Longer Covered Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
9900167	Rear Seat Center Belt Replacement (Double)	0.2	N/A
9900189	Rear Seat Buckle Side Belt Replacement (Single)	0.2	N/A
9900190	Customer Reimbursement Approved	0.2	*
9900191	Customer Reimbursement Denied - For U.S. Dealers Only	0.1	N/A

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

* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



June 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2013-2015 model year Chevrolet Trax or Buick Encore vehicle, your satisfaction with our product is very important to us.

On certain 2013-2015 model year Chevrolet Trax and Buick Encore vehicles, the rear-seat-belt buckle cover may be broken and fully separated from the rear-seat-belt buckle due to seat-belt-buckle head contact between the ISO fixture and the seat-hinge stud, seat-hinge bracket, or floor panel. This can occur if the buckle is not properly retained in the routing strip. Over time, the seat-belt buckle may intermittently not lock or the webbing may separate from the seat-belt buckle if the buckle cover becomes detached.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your vehicle within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, 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. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by June 30, 2016, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Alicia S. Boler-Davis
Sr. Vice President
Global Connected Customer Experience

Enclosure
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