

Special Coverage Adjustment

17306 Rear Seatbelt Buckle May Not Unlatch



Reference Number: N2097250

Release Date: September 2017
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Impala	2014	2015		

Involved vehicles are identified on the Applicable Warranties section 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	Some 2014-2015 model year Chevrolet Impala vehicles, may have a condition where the rear seatbelt buckle may be difficult to unlatch or may not unlatch when pressing the release button. This condition could make it difficult for a passenger to exit the vehicle or to remove a latched child seat.
Special Coverage Adjustment	<p>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.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after September 5, 2017, 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 September 5, 2017, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to replace the non-releasing buckle(s) and if necessary, the matching retractor(s). The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Belt Kit-R/Seat	19330853
1	Belt Kit-R/Seat	19330854
1	Belt Kit-R/Seat	19331750
1	Belt Kit-R/Seat	19330856
1	Belt Kit-R/Seat	19330857
1	Belt Kit-R/Seat	19331751
2	Retainer-Rear Seat Cushion Frame	20823966
1	Nut-Hex Flange (1 Per belt kit replacement)	11570273

It is estimated that only less than .03% of the involved vehicles worldwide will require parts replaced on this vehicle. There is a small number of vehicles anticipated that will need this fix. **Due to limited initial parts availability, dealers are encouraged 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 belt kit to order.

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.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900491	Inspect Rear Seat Belts – No Repair Required	0.2	ZREG	N/A
9900492	Install One Seat Belt Buckle, Includes Inspection ADD: Install Additional Seat Belt Buckle ADD: Install Outer Seat Belt Retractor (each) ADD Install Center Seat Belt Retractor	0.4 0.1 0.5 1.5	ZREG	N/A
9900493	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900494	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

* 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.

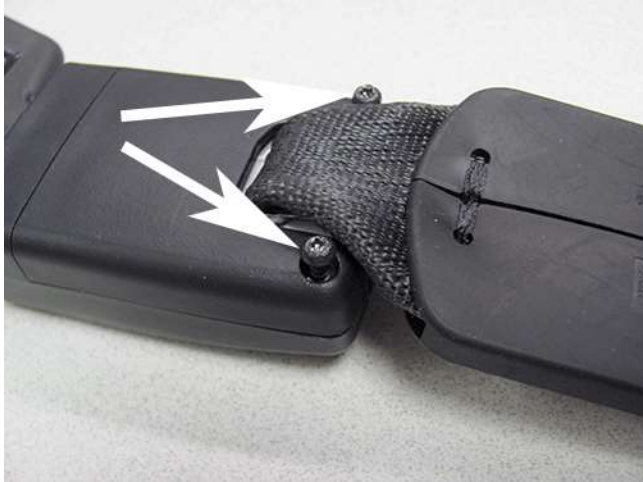
Service Procedure



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1. Verify the customers concern. Latch the affected seat belt (if it is not already latched). Push the red button on the seat belt buckle to release the latch plate on the retractor side of the seat belt.
 - If the latch plate releases and does not show any sign of binding, repeat the procedure to verify the seat belt is functioning. If the seat belt releases and latches correctly, no further action is required.
 - If the seat belt latch plate does not release, proceed to step number two.

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2. Remove the two buckle cover fasteners.



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3. Remove the back cover, lift the front cover.

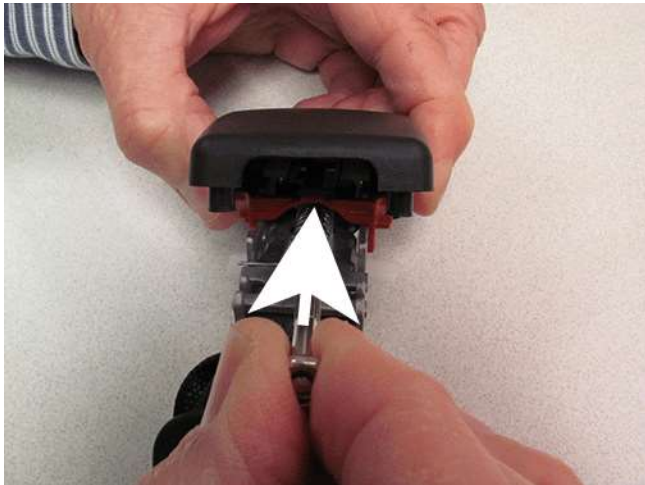


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4. Insert a small screwdriver, or similar tool, between the spring and the red release button cavity.

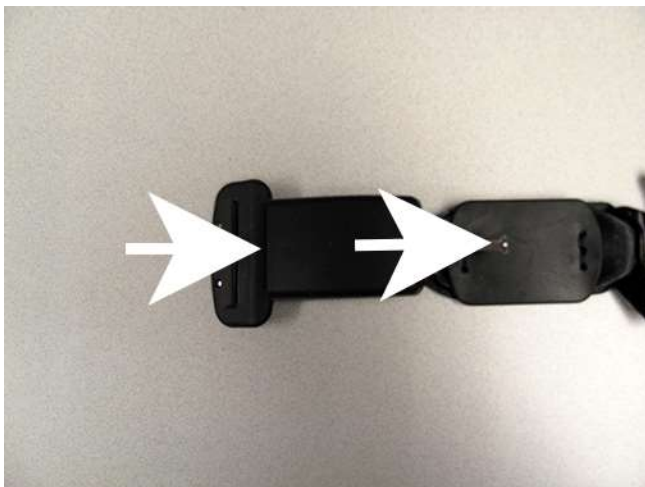
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5. Push forward on the screwdriver until it stops.



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6. While pushing on the red release button slowly remove the screwdriver, releasing the latch plate.

NOTE: When installing the new seat belt buckle assembly, use a new mounting nut.

7. With the seat belt latch plate separated, replace the rear seat belt buckle. Refer to *Rear Seat Belt Buckle Replacement* in SI.

NOTE: Carefully inspect the retractor side of the seat belt for damage. If the belt was damaged during the service procedure, cut by the customer to release an occupant or shows any type of deterioration, replace the belt. Refer to *Rear Seat Belt Retractor Replacement* in SI.

8. Verify the function of all three rear seat belt positions. If any of the other seat belts display the condition, perform steps 3-7 on the affected seat belt.

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

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Customer Reimbursement

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 September 30, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – 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**

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September 2017

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

Dear General Motors Customer:

As the owner of a 2014-2015 model year Chevrolet Impala vehicles, your satisfaction with our product is very important to us. , may have a condition where the rear seatbelt buckle may be difficult to unlatch or may not unlatch when pressing the release button. This condition could make it difficult for a passenger to exit the vehicle or to remove a latched child seat.

This letter is intended to make you aware that some 2014-2015 model year Chevrolet Impala vehicles, may have a condition where the rear seatbelt buckle may be difficult to unlatch or may not unlatch when pressing the release button.

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 2014-2015 model year Chevrolet Impala 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 September 30, 2018, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

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

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

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
17306

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4550
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 5, 2017

Subject: 17306 - Customer Satisfaction Program
Rear Seatbelt Buckle May Not Unlatch

Models: 2014-2015 Chevrolet Impala

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17306 today. The total number of U.S. vehicles involved is approximately 124,900. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on September 20, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated September 6, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS