

# Special Coverage Adjustment

## 18127 Driver's Front Seat Belt Anchor Pretensioner



Reference Number: N182153260

Release Date: June 2018  
Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2015	2017		
GMC	Sierra	2015	2017		

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.

<b>Condition</b>	In certain 2015-2017 model year Chevrolet Silverado LD and GMC Sierra LD, and a limited number of 2016 model year Chevrolet Silverado HD and GMC Sierra HD vehicles, if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.
<b>Special Coverage Adjustment</b>	<p>This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 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 June 25, 2018, 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 25, 2018, 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>
<b>Correction</b>	Dealers are to replace the pretensioner and side shield for all customers that experience a broken pretensioner cable or come to a dealership with excessive wear on the cable sleeve. The repairs will be made at no charge to the customer.

### Parts

Quantity	Part Name	Part No.
1	Pnl-Side Shield - Two Way Manual LH Remote Recline - Dark Ash Grey	84233205
1	Pnl-Side Shield - Two Way Manual LH Remote Recline and Manual Lumbar - Dark Ash Grey	84233193
1	Pnl-Side Shield - Two Way Manual LH Remote Recline and Manual Lumbar - Jet Black	84233192
1	Pnl-Side Shield - Power LH - Jet Black	84233195
1	Pnl-Side Shield - Power LH - Dark Grey	84233196
1	Pnl-Side Shield - Power LH - Dune	84233200
1	Pnl-Side Shield - Power LH - Cocoa	84233199
1	Tensioner Kit - Driver Seat Belt - Jet Black	19356262
1	Tensioner Kit - Driver Seat Belt - Dune	19356264
1	Tensioner Kit - Driver Seat Belt - Cocoa	19356267
1	Tensioner Kit - Driver Seat Belt - Dark Ash Grey	19356263

**IMPORTANT:** Through GM's continuous improvement process, the above listed parts have been determined to be the most effective design when performing this repair. **Use only the parts listed above** for this repair. The EPC may identify different part numbers for these components, do not use the parts listed in the catalog. Only order the color you need from the list above.

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**Note:** Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **as CSO only**. Please **do not place orders as SPAC**; it will delay shipment of the order and will not provide visibility. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

**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.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900525	Inspect Only – No Repair Required	0.2	ZREG	N/A
9900526	Replace Front Seat Belt Anchor Plate Tensioner and Cushion Outer Finish Cover (Includes Inspection and Disposal of Pyrotechnic Device)	0.6	ZREG	N/A
9900527	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900528	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

#### Inspection Procedure

Use the following steps to verify the customer concern.

1. Move the driver seat to the full forward and full down position.

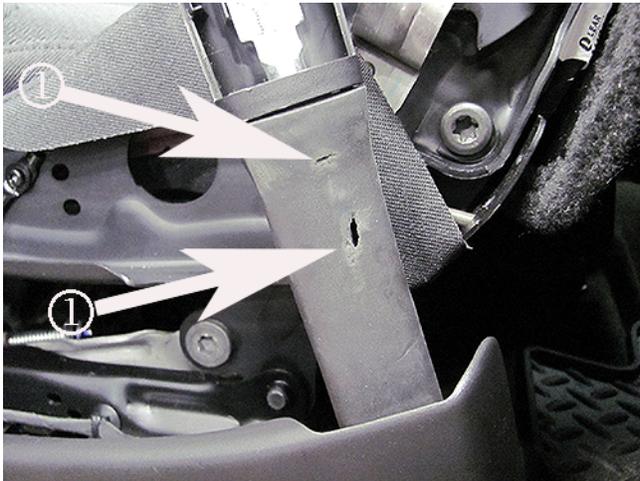


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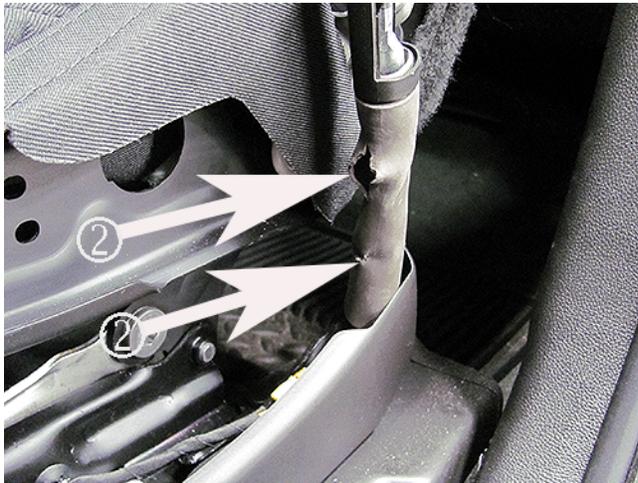
2. Inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the buckle.

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This damage will be in the form of holes (1) or splitting (2).

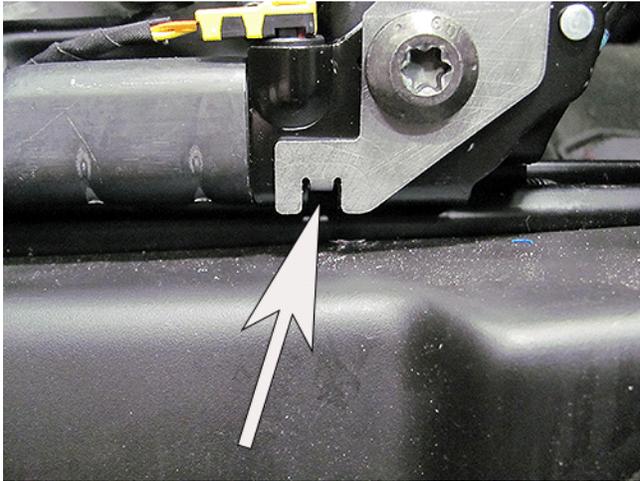
- If **any damage** is found, replace the driver side front seat belt anchor plate tensioner and the front seat cushion outer finish cover.
- If no damage is found, inform the customer that the special coverage condition is not present on their vehicle at this time.

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### Replacement Procedure



**NOTE:** If a tensioner bracket was installed as part of a previous service, discard the bracket. The new replacement front seat belt anchor plate tensioner design eliminates the need for the bracket.

1. Replace the driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
2. Replace the driver side front seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.

### **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).

### **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 July 31, 2019. 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.



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July 2018

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

As the owner of a 2015-2017 model year Chevrolet Silverado or GMC Sierra, your satisfaction with our product is very important to us.

This letter is intended to make you aware that in certain 2015-2017 model year Chevrolet Silverado LD and GMC Sierra LD, and a limited number of 2016 model year Chevrolet Silverado HD and GMC Sierra HD vehicles, if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Chevrolet Silverado LD or GMC Sierra LD, or 2016 model year Chevrolet Silverado HD or GMC Sierra HD within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 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:** Please perform the inspection procedure enclosed with this letter, and follow the instructions provided. If you are not comfortable performing this inspection, please take your vehicle to a General Motors dealer and they will perform this inspection free of charge. If you've performed the inspection and believe your vehicle has the condition described above, please take your vehicle to your GM dealer for repair. For the repair to qualify for this special coverage, it 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 already 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 July 31, 2019, 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
GMC	1-800-462-8782	1-800-889-2438
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.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

Enclosures  
18127

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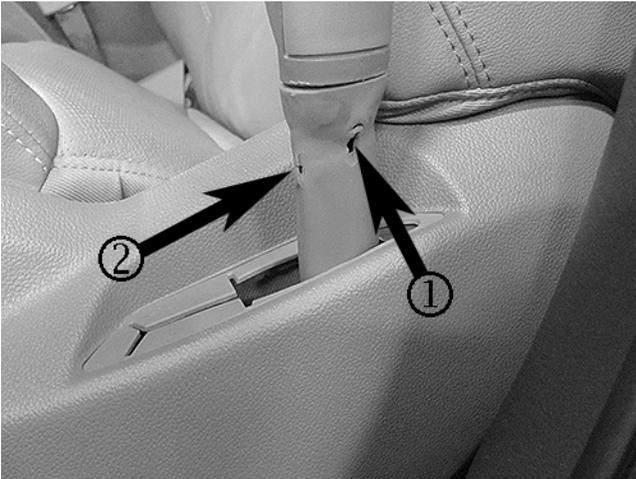
### Customer Inspection Procedure

Use the following steps to verify the condition of the seat belt tensioner cable cover.

1. Move the driver seat to the full forward and full down position.



2. Inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the buckle.



This damage will be in the form of holes (1) or splitting (2).

- If **any damage** is found, take the vehicle to the dealer for service.
- If no damage is found, the special coverage condition is not present on the vehicle at this time.

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4790  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 25, 2018

Subject: 18127 - Special Coverage  
Driver's Front Seat Belt Anchor Pretensioner

Models: 2015-2017 Chevrolet Silverado  
2015-2017 GMC Sierra

To: All General Motors Dealers

General Motors is releasing Special Coverage 18127 today. The total number of U.S. vehicles involved is approximately 885,000. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on July 5, 2018.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 25, 2018. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS