

Customer Satisfaction Program

18306 Vehicles Built With Cloth Seats Instead Of Vinyl



Reference Number: N182186430

Release Date: October 2018
Revision: 00

Attention: 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.

This program is in effect until October 31, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Suburban	2019	2019	H2G	Jet Black Vinyl
Chevrolet	Tahoe	2019	2019	H2G	Jet Black Vinyl

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	Certain 2019 model year Chevrolet Suburban and Tahoe vehicles were built with cloth seats instead of vinyl seats.
Correction	Dealers will replace the entire front row seat unit.

Parts

Quantity	Part Name	Part No.
1	NPN Seat Unit (Provided Built Up by Supplier)	*

* Have your Parts Department contact ParTech for assistance with these seats. Provide the vehicle VIN and refer to Campaign # 18306.

Due to the small number of vehicles involved, (14), parts should only be ordered if the VIN is in the table below, when inspection determines that it is necessary to replace the front seat unit.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103988*	Install Seat Unit (Includes Programming Passenger Presence System)	1.4	ZFAT	N/A

* To avoid warranty transaction rejections, the SPS Warranty Claim Code(s) must be entered when submitting this transaction.

Service Procedure for the following VINS:

1GNSCKEC0KR115847	1GNSCKEC9KR101574	1GNSCKEC9KR132808	1GNSKKEC6KR108338
1GNSCKEC1KR131250	1GNSCKEC9KR107407	1GNSKEEC1KR109124	1GNSKKEC7KR120692
1GNSCKEC3KR101909	1GNSCKEC9KR117810	1GNSKEECXKR122776	1GNSKKEC8KR115811
1GNSCKEC7KR130555		1GNSKKEC3KR122374	

Remove the front seats with the incorrect material and replace with supplied seat unit. Refer to *Driver or Passenger Seat Removal and Installation* and *Front Center Seat Removal and Installation* in SI.

NOTE: The seats removed from the vehicle in this repair procedure **do not** need to be returned to GM. Please refer to section 4.2 - *Disposition of Defective Material* in the policies and procedures agreement for proper disposal of the removed component

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Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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.

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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through October 31, 2019. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory, or is in your facility for service through October 31, 2019, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Courtesy Transportation – For USA.

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

USA - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).



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October 2018

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

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Suburban or Tahoe vehicle may have been built with cloth front seats instead of vinyl front seats.

Your satisfaction with your Suburban or Tahoe is very important to us, so we are announcing a program to fix it.

What We Will Do: Your GM dealer will replace your cloth front seats with vinyl front seats. This service will be performed for you at **no charge** until October 31, 2019. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

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.

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 sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

18306

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4868
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 4, 2018

Subject: 18306 Customer Satisfaction Program
Vehicles Built With Cloth Seats Instead Of Vinyl

Models: 2019 Chevrolet Suburban and Tahoe equipped with vinyl seats (H2G)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18306 today. The total number of U.S. vehicles involved is approximately 14. Please see the attached bulletin for details.

Customer Letter Mailing The customer letter mailing will begin on October 19, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated October 4, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS