

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4987
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 6, 2019

Subject: N182194790 - Special Coverage
Driver's Front Seat Belt Anchor Pretensioner Cable

Models: 2011-2012 Chevrolet Malibu

To: All General Motors Dealers

General Motors is releasing Special Coverage N182194790 today. The total number of U.S. vehicles involved is approximately 437,063. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on March 21, 2019.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 06, 2019. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N182194790 Driver's Front Seat Belt Anchor Pretensioner Cable



Release Date: March 2019

Revision: 00

Attention: The vehicles in this special coverage were previously involved in safety recall 15031. Dealers must initially perform the safety recall if IVH shows the vehicle as "open" under status in the required field actions section. If a customer returns for the condition stated in this special coverage and IVH shows safety recall 15031 as "closed", dealers are to perform the correction under this special coverage.

DO NOT perform safety recall 15031 and special coverage N182194790 at the same time. This special coverage is intended for customers who return AFTER safety recall 15031 has been completed for the condition stated below.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Malibu	2011	2012		

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	In certain 2011-2012 model year Chevrolet Malibu 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.
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 March 06, 2019, 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 March 6, 2019, 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 inspect and replace the driver seat belt lap anchor pretensioner and replace if necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Tensioner, Driver Seat Belt	19210346

Important: Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Reminder: Parts may be removed from RIM management. Dealers should review the affected parts to confirm RIM managed status. **Parts may have quantity limiters in effect.**

Special Coverage Adjustment

N182194790 Driver's Front Seat Belt Anchor Pretensioner Cable



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900594	Inspect Only – No Further Action Required	0.2	ZREG	N/A
9900595	Replace Front Seat Belt Anchor Plate Tensioner (includes inspection and pyrotechnic devise disposal)	0.6	ZREG	N/A
9900596	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	- N/A 0.2	ZREG	*
9900597	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.

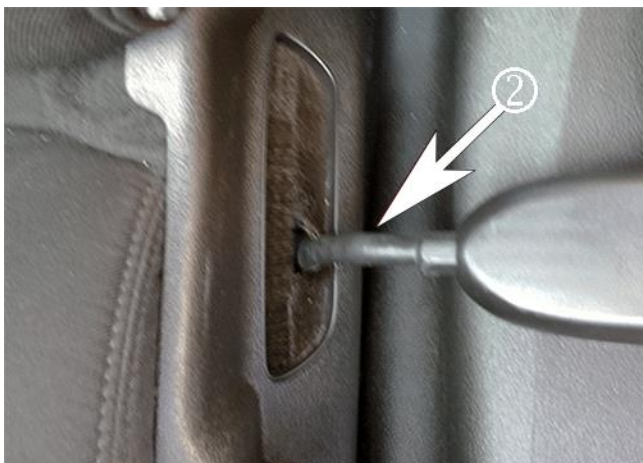
** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

1. Move the front driver side seat to the full downward position and forward of the center pillar.



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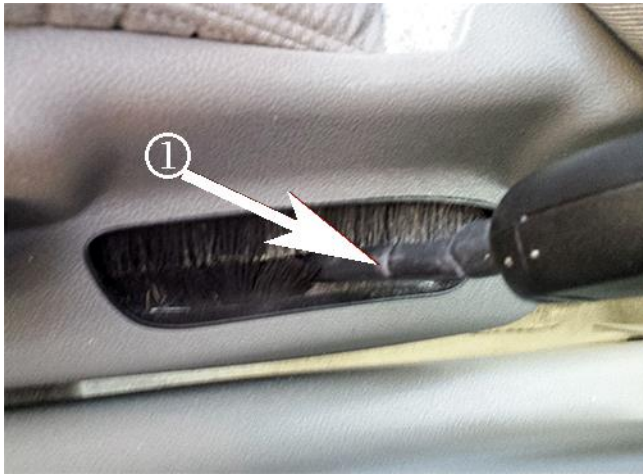


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2. Inspect the safety belt shrink sleeve for any cuts or cracks. Bend the seat belt cable toward the inside (1) and outside (2) of the vehicle and carefully inspect for any cuts or cracks in the shrink sleeve.

Special Coverage Adjustment

N182194790 Driver's Front Seat Belt Anchor Pretensioner Cable

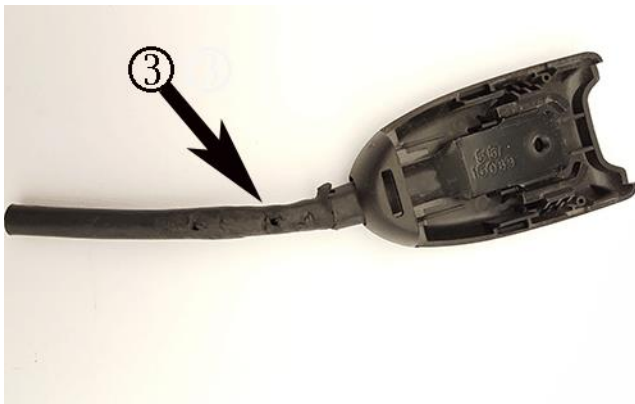


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3. If a sleeve is cut or cracked on the cable (1) or where the cable meets the buckle (2), replace the front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.



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4. If the cable has a permanent bend (3), replace the front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI. **If no damage is found**, inform the customer that their vehicle is not displaying the condition described in the bulletin.

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 safety belt cable shrink sleeve inspection sheet provided with customer letter (see back of bulletin).

Special Coverage Adjustment

N182194790 Driver's Front Seat Belt Anchor Pretensioner Cable



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 March 31, 2020. 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**

Special Coverage Adjustment

N182194790 Driver's Front Seat Belt Anchor Pretensioner Cable



March 2019

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

Dear General Motors Customer:

As the owner of a 2011-2012 model year Chevrolet Malibu your satisfaction with our product is very important to us.

This letter is intended to make you aware that certain 2011-2012 model year Chevrolet Malibu vehicles were previously involved in safety recall 15031, "Safety Belt Lap Anchor Tensioner Cable". In these 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.

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 2011-2012 model year Chevrolet Malibu 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: 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 General Motors 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 General Motors 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 March 31, 2020, 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.

Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosure
N182194790

Special Coverage Adjustment

N182194790 Driver's Front Seat Belt Anchor Pretensioner Cable



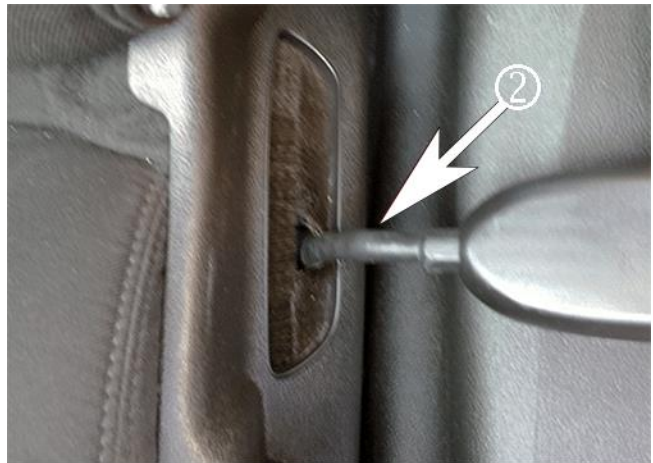
SAFETY BELT CABLE SHRINK SLEEVE INSPECTION PROCEDURE FOR SPECIAL COVERAGE N182194790

Inspection Overview

This inspection is for the driver side safety belt shrink sleeve. If the driver side safety belt shrink sleeve is cut or cracked either on the cable or where the cable meets the buckle, the vehicle should be taken to the dealer for further inspection. If the sleeve shows only scuffs or wear marks (no cuts or cracks), replacement is not necessary at this time. Keep these instructions with your other important glove box literature for future reference.

Inspection Steps

1. Move the front driver side seat to the full downward position and forward of the center pillar.



2. Inspect the safety belt shrink sleeve for any cuts or cracks. Bend the seat belt cable toward the inside (1) and outside (2) of the vehicle and carefully inspect for any cuts or cracks in the shrink sleeve.



3. If a sleeve is cut or cracked on the cable (1) or where the cable meets the buckle (2), take your vehicle to the dealer for further inspection.