

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5042  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 10, 2019

Subject: N182182960 - Special Coverage  
Driver Seatbelt Anchor Pretensioner Cable Fracture

Models: 2014-2017 Chevrolet Impala

To: All General Motors Dealers

General Motors is releasing Special Coverage N182182960 today. The total number of U.S. vehicles involved is approximately 346,835. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on May 24, 2019.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated May 10, 2019. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Special Coverage Adjustment

## N182182960 Driver Seatbelt Anchor Pretensioner Cable Fracture



Release Date: May 2019

Revision: 00

**Attention:** This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Impala	2014	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 2014-2017 model year Chevrolet Impala 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 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 May 10, 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 May 10, 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>
<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	Tensioner Kit-Driver Seat Belt	19355794
1	Tensioner Kit-Driver Seat Belt	19355795
1	Tensioner Kit-Driver Seat Belt	84659119
1	Cover-Front Seat Cushion Outer Finish	84467216
1	Cover-Front Seat Cushion Outer Finish	84467217
1	Cover-Front Seat Cushion Outer Finish	84668031
1	Retainer- Front Seat Adjuster Finish Cvr.	84459455

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. **Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which tensioner kit to order as they are color parts.** Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. **All orders may be reviewed prior to being filled.** Parts may have quantity limiters in effect.

It is estimated that only .15% of all involved vehicles will require parts replaced. **Due to the part being a colored part, the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

# Special Coverage Adjustment

## N182182960 Driver Seatbelt Anchor Pretensioner Cable Fracture



**IMPORTANT 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 **CSO = Customer Special Order**. **Please do not place orders as SPAC it will delay shipment of the order.** 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.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900576	Diagnostic Time Only – No Repair Required	0.2	ZREG	N/A
9900577	Replace Driver Seat Belt Tensioner Kit and Seat Cushion Outer Finish Cover (Includes Inspection and Pyrotechnic Device Disposal)	0.6		
9900578	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900579	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.

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

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

### Service Procedure

Use the following steps to inspect the left seat belt tensioner cable cover for damage. If the cable cover display damage, it will be necessary to replace the affected front seat belt tensioner kit and seat cushion finish 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 latch. Damage includes any splits, holes or cracks.



5205929

3. Flex the seat belt in an outboard direction and look on inboard side of driver seat seatbelt anchor cover for damage.

## Special Coverage Adjustment

### N182182960 Driver Seatbelt Anchor Pretensioner Cable Fracture



4. Flex the seat belt to the inboard side and look on outboard side of driver seat seatbelt anchor cover for damage.

**NOTE:** When replacing the front seat cushion outer cover, it is also necessary to replace the metal cover retainer.

5. If any damage is found, replace the driver side front seat belt anchor plate tensioner and the front seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement and Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
6. If no damage is found, inform the customer that the special coverage condition is not present on their vehicle.

#### **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 May 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

## N182182960 Driver Seatbelt Anchor Pretensioner Cable Fracture



May 2019

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

Dear General Motors Customer:

As the owner of a 2014-2017 model year Chevrolet Impala your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2014-2017 model year Chevrolet Impala vehicles, may have a condition where 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 2014-2017 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:** 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 May 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	

## Special Coverage Adjustment

### N182182960 Driver Seatbelt Anchor Pretensioner Cable Fracture



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  
N182182960

## Special Coverage Adjustment

### N182182960 Driver Seatbelt Anchor Pretensioner Cable Fracture



#### 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. Flex the seat belt in an outboard direction and look on inboard side of driver seat seatbelt anchor cover for damage. Inspect the complete cable cover from the base of the cable to the buckle.



3. Flex the seat belt to the inboard side and look on outboard side of driver seat seatbelt anchor cover for damage.

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.