

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5336
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 19, 2020

Subject: N192223110 - Customer Satisfaction Program
Second Row Middle Seat Belt Buckle

Models: 2018 – 2020 Chevrolet Traverse
2017 – 2019 GMC Acadia
Equipped with Seat Configuration, Second Row Bench (RPO ABC or
ABA)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192223110 today. The total number of U.S. vehicles involved is approximately 128,723. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in March.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 19, 2020. 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

Customer Satisfaction Program

N192223110 Second Row Middle Seat Belt Buckle



Release Date: February 2020

Revision: 00

Attention: This program is in effect until March 31, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Traverse	2018	2020	ABC	Seat Configuration, Second Row Bench
GMC	Acadia	2017	2019	ABA	Seat Configuration, Second Row Bench

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 2018 to 2020 model year Chevrolet Traverse and 2017 - 2019 model year GMC Acadia vehicles, equipped with the second row bench seats (RPO ABC or ABA) may have a condition in which the second row middle seat belt buckle can fall down between the second row bench seats and be damaged when one portion of the bench is moved relative to the other.
Correction	Dealers will add an elastic strap, inspect the second row middle seat belt buckle and hinge cover for damage and replace if necessary.

Parts

Quantity	Part Name	Part No.
1	Acadia – STRAP ASM-R/SEAT PULL	84597795
1	Traverse - STRAP ASM-R/SEAT PULL	84788706
1	BUCKLE KIT, RR CTR ST BELT	84630817
1	BUCKLE KIT, RR CTR ST BELT	84630819
1	BUCKLE KIT, RR CTR ST BELT	84630821
1	BUCKLE KIT, RR CTR ST BELT	84630822
1	BUCKLE KIT, RR CTR ST BELT	84604751
1	COVER, R/SEAT INR HGE FINISH	84389853
1	COVER, R/SEAT INR HGE FINISH	84389852
1	COVER, R/SEAT INR HGE FINISH	84389851
1	COVER, R/SEAT INR HGE FINISH	84389848
1	COVER, R/SEAT INR HGE FINISH	84389847
1	COVER, R/SEAT INR HGE FINISH	84389846

Parts required to complete this repair are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts and use the VIN and the GM Electronic Parts Catalog (EPC) to determine which belt 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.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104996	Install Seat Belt Buckle Retainer, Inspect Buckle for Damage ADD: Replace Second Row 60% Seat Belt Buckle ADD: Replace Second Row 40% Hinge Cover	0.2 0.6 0.2	ZFAT	N/A
9104997	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9104998	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to "H" route the customer reimbursement transaction for wholesale approval, it must be submitted prior to the repair transaction.

* 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.

Customer Satisfaction Program

N192223110 Second Row Middle Seat Belt Buckle



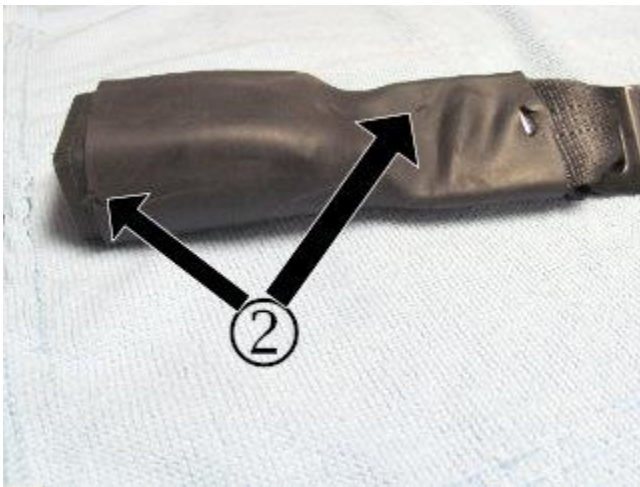
** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

1. Locate the inboard (center) seat belt buckle on the second-row seat (60%).



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2. Inspect the buckle for any evidence of cracking of the (hard) buckle covers (1) and/or any permanent deformation or tearing of the (soft) sleeve (2).
 - If any evidence of damage is found, replace the seat belt buckle assembly. Refer to *Rear Seat Belt Buckle Replacement (60%)* in SI.
 - If no damage is found proceed to step #3.

Customer Satisfaction Program N192223110 Second Row Middle Seat Belt Buckle



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3. Inspect the hinge cover on the inboard side of the 40% seat for damage.
 - If the cover is damaged, remove the two fasteners, remove and replace the cover. Reinstall the two fasteners. Tighten to **2.5Nm (22 lb in)**.
 - If no damage is found, proceed to step #4.

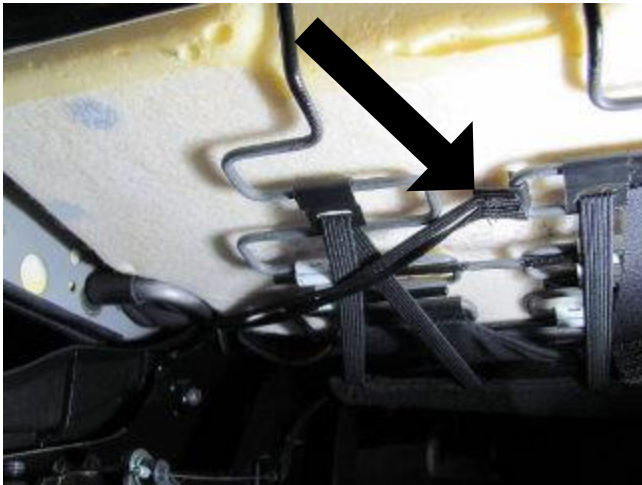


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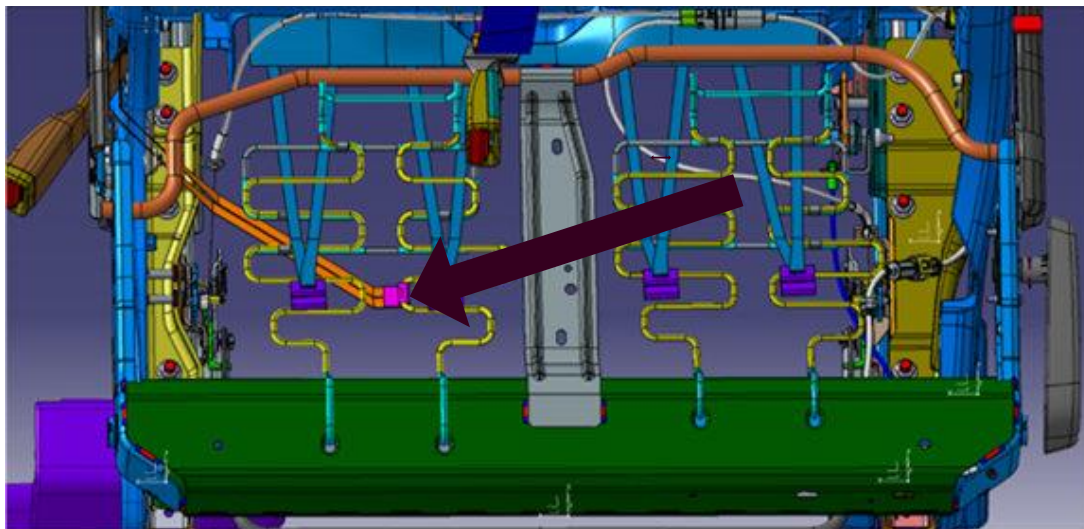
4. Slide the elastic retainer over the buckle.
5. Lead the hook end of the retainer between the seat frame and cushion.
6. From the underside of the seat, pull the hook end of the retainer forward in the vehicle.

Customer Satisfaction Program

N192223110 Second Row Middle Seat Belt Buckle



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7. Attach the hook (purple) to the to the inboard spring as shown (viewed from the top with the cushion and cover removed).

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/repared 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 March 31, 2022. 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, through March 31, 2022, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition,

Customer Satisfaction Program

N192223110 Second Row Middle Seat Belt Buckle



for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to 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 & 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

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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, 2021. 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**

Customer Satisfaction Program

N192223110 Second Row Middle Seat Belt Buckle



March 2020

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

Dear General Motors Customer:

We have learned that your 2018 - 2020 model year Chevrolet Traverse or 2017 to 2018 model year GMC Acadia may have a condition in which the second row middle seat belt buckle can fall down between the second row bench seats and be damaged when one portion of the bench is moved relative to the other.

Your satisfaction with your Traverse or Acadia is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will add an elastic strap, inspect the second row middle seat belt buckle and hinge cover for damage and replace if necessary. This service will be performed for you at **no charge until March 31, 2022**. 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.

Reimbursement: Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. 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, 2021, unless state law specifies a longer reimbursement period.

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
GMC	1-800-462-8782	1-800-462-8583
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. 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
Global Executive Director
Customer Experience Operations

Enclosure
N192223110