

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5413
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 2, 2020

Subject: N192289390 - Special Coverage
Seat Belt Anchor Pretensioner Cable

Models: 2014-2017 Chevrolet Silverado
2014-2017 GMC Sierra

To: All General Motors Dealers

General Motors is releasing Special Coverage N192289390 today. The total number of U.S. vehicles involved is approximately 1,825,877. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in the middle of June 2020.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated June 3, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N192289390 Seat Belt Anchor Pretensioner Cable



Release Date: June 2020

Revision: 00

Attention: The VINs under prior Special Coverage 18127 and 18128 have been moved to this Special Coverage to allow for the extension of coverage to a period of 12 years or 180,000 miles (290,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

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 | Silverado | 2014 | 2017 | | |
| GMC | Sierra | 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.

| | |
|------------------------------------|--|
| Condition | 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. The condition described may exist in the following models and model years: 2014-2016 Chevrolet Silverado LD and GMC Sierra LD trucks, limited 2017 Chevrolet Silverado LD and GMC Sierra LD trucks, and limited 2016 Chevrolet Silverado HD and GMC Sierra HD trucks. |
| Special Coverage Adjustment | <p>This special coverage covers the condition described above for a period of 12 years or 180,000 miles (290,000 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 2, 2020, 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 2, 2020, 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 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 |

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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.

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which part to order as they are color parts. These parts should not be ordered as shelf stock.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9900723 | Inspect Only – No Further Action Required | 0.2 | ZREG | N/A |
| 9900724 | Replace Front Seat Belt Anchor Plate Tensioner and Cushion Outer Finish Cover (Includes Inspection and Disposal of Pyrotechnic Device) | 0.6 | ZREG | N/A |
| 9900725 | Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only | N/A 0.2 | ZREG | * |
| 9900726 | 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.

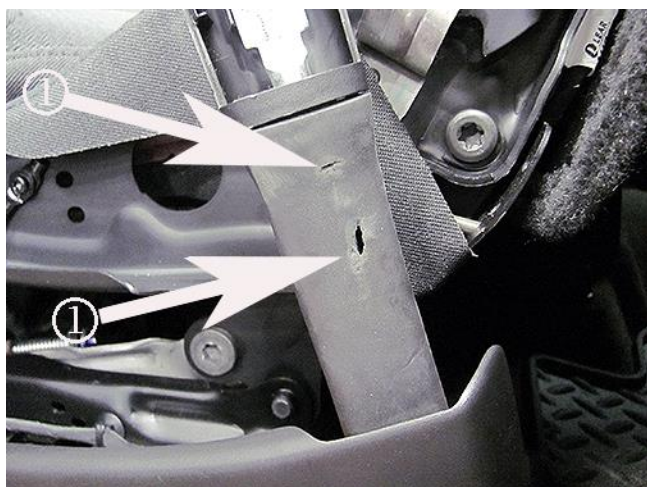


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2. Inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the buckle.

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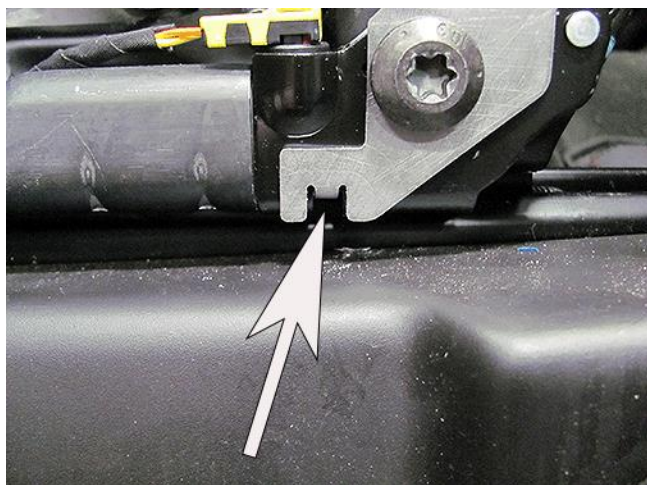


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This damage will be in the form of holes (1) or splitting (2).

- 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.

Replacement Procedure



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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 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 June 30, 2021. See General Motors Service Policies and Procedures Manual, 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**

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June 2020

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

Dear General Motors Customer:

As the owner of a 2014-2017 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 2014-2017 model year Chevrolet Silverado and GMC Sierra 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.

If you have owned your vehicle for a longer period of time, you may have previously received a letter from us stating your vehicle was involved in Special Coverage Program 18127 or 18128. These Special Coverage Programs provided coverage for the condition described above for a period of 10 years from the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurred first and would be repaired for you at **no charge**. This letter is to provide you with notice that the coverage for this condition has been **extended** to 12 years from the date your vehicle was originally placed in service or 180,000 miles (290,000 km), whichever occurs first, and will be repaired for you at **no charge**.

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 Silverado or GMC Sierra within 12 years of the date your vehicle was originally placed in service or 180,000 miles (290,000 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 GM 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 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 June 30, 2021, 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.***

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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
Global Executive Director
Customer Experience Operations

Enclosures
N192289390

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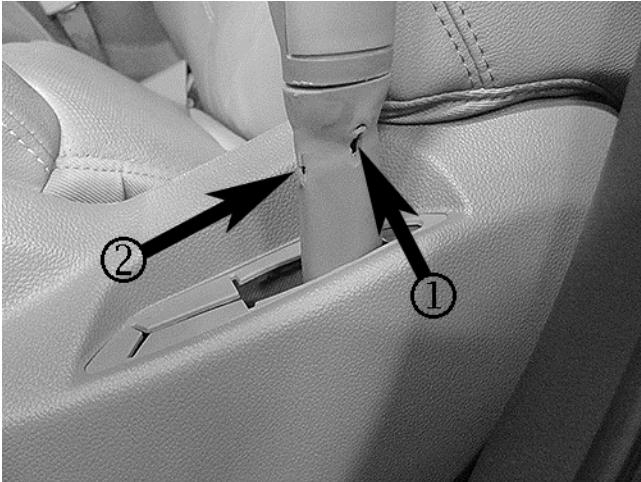
Customer Inspection Procedure

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.