

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5625  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 21, 2020

Subject: N202316160 - Service Update  
Seat Belt Retractor Spring Broken

Models: 2020 Chevrolet Silverado 1500/2500  
2020 GMC Sierra 1500/2500

To: All General Motors Dealers

General Motors is releasing Service Update N202316160 today. The total number of U.S. vehicles involved is approximately 41. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 22, 2020 or sooner. 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

# Service Update

## N202316160 Seat Belt Retractor Spring Broken



**Release Date:** December 2020

**Revision:** 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500/2500	2020	2020		
GMC	Sierra 1500/2500				

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.

<b>Condition</b>	Certain 2020 model year Chevrolet Silverado 1500/2500 and GMC Sierra 1500/2500 vehicles may have a condition where the driver side front outboard seat belt may not retract due to a broken rewind spring. If the seat belt is loose, the effectiveness of the restraints may be reduced. The retractor will still pretension and lock during a crash.
<b>Correction</b>	Replace the seat belt retractor.

### Parts

Quantity	Part Name	Part No.
1	Retractor Kit – Front Seat Belt	84512904
1	Retractor Kit – Front Seat Belt	84512905
1	Retractor Kit – Front Seat Belt	84512906

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which retractor kit to order.

Due to the small number of vehicles involved, (45), and due to limited initial parts availability, dealers are encouraged not to order parts for use as shelf stock.

**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
9105493	Driver Side Seat Belt Retractor Replacement (Included Disposal)	0.8	ZFAT	N/A

### Service Procedure

1. Replace the driver side front seat belt retractor. Refer to *Front Seat Belt Retractor Replacement* in SI.
2. Properly dispose of the removed seat belt retractor. Refer to *Pretensioner Handling and Scrapping* in SI.

### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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

# Service Update

## N202316160 Seat Belt Retractor Spring Broken



### Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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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.



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Certification**