

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5481
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 18, 2020

Subject: N192268380 - Special Coverage
Driver Seat Belt Anchor Pretensioner Cable

Models: 2019-2020 Chevrolet Camaro

To: All General Motors Dealers

General Motors is releasing Special Coverage N192268380 today. The total number of U.S. vehicles involved is approximately 50,272. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on September 8, 2020.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated August 19, 2020. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



Release Date: August 2020

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	Camaro	2019	2020		

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	On some 2019-2020 model year Chevrolet Camaro 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 driver'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 August 18, 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 August 18, 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 inspect 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 Kit, D/Seat belt (retr si)(black)	19333450
1	Retainer, F/Seat adjr fin cvr – LH	84559455
1	Cover Kit, F/Seat & F/Seat bk*Black	84858288

Due to the small number of vehicles involved, less than .08% and due to limited initial parts availability, dealers are encouraged not to order program parts for use as shelf stock. **Parts should only be ordered when inspection determines that it is necessary.**

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.**

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900664	Diagnostic Time Only – No Repair Required	0.2	ZREG	N/A
9900665	Replace Driver Seat Belt Tensioner Kit and Seat Cushion Outer Finish Cover (Includes Inspection and Pyrotechnic Device Disposal)	0.6	ZREG	N/A
9900746	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900747	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

Use the following steps to inspect the driver seat belt pretensioner cable cover for damage. If the cable cover displays damage, it will be necessary to replace the affected front seat belt pretensioner kit and seat cushion finish cover.

1. Move the driver seat to the full forward and full down position.
2. Inspect the seat belt pretensioner 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.



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



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

Special Coverage Adjustment

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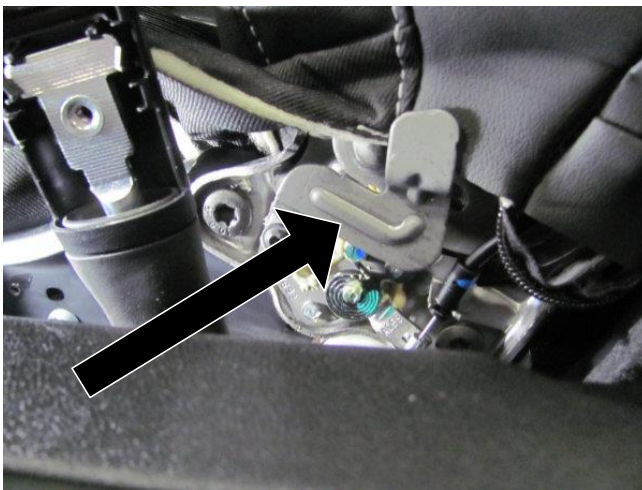
- If any damage is found, replace the driver side front seat belt anchor plate pretensioner and the front seat cushion outer finish cover, refer to step #5.
- If no damage is found, no further action is required. Inform the customer that the special coverage condition is not present on their vehicle at this time and to keep monitoring as described in the customer letter.

NOTE: When replacing the front seat cushion outer finish cover, it is also necessary to replace the metal cover retainer and pivot bolt mounted bracket.



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Revised Cover Retainer



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Revised Pivot Bolt Bracket

5. Replace the driver side front seat belt anchor plate pretensioner and the front seat cushion outer finish cover. Refer to *Front Seat Adjuster Finish Cover Replacement* and *Front Seat Belt Anchor Plate Tensioner 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, 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).

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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 September 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**

Special Coverage Adjustment

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September 2020

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

Dear General Motors Customer:

As the owner of a 2019-2020 model year Chevrolet Camaro, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2019-2020 model year Chevrolet Camaro 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 driver's seat belt. 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 2019-2020 model year Chevrolet Camaro 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 September 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.**

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
Global Executive Director
Customer Experience Operations

Special Coverage Adjustment

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Enclosures
N192268380

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



Customer Inspection Procedure

Use the following steps to inspect the driver seat belt pretensioner cable cover for damage. If the cable cover displays damage, it will be necessary to take the car to your dealer for repairs.

1. Move the driver seat to the full forward and full down position.
2. Inspect the seat belt pretensioner 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.



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



4. Flex the seat belt to the inboard side and look on outboard side of driver seat seatbelt anchor cover for damage.
 - If any damage is found, it will be necessary to take the car to your dealer for repairs.
 - If no damage is found, monitor the condition at regular 7,500 mile (12,000 km) intervals as described in the owner manual.