



Recall Bulletin

PRODUCT SAFETY RECALL

SUBJECT: Seatbelt Lap Anchor Tensioner Cable – Driver’s Side

MODELS: 2014-2015 Chevrolet Silverado 1500 Series
2014-2015 GMC Sierra 1500 Series

An interim inspection procedure is now available for used vehicles and customer vehicles. The interim inspection procedure involves an inspection, and if evidence of fatigue, fraying, separation or any other problem exists, a driver seat belt tensioner kit must be installed. This is a temporary repair and these vehicles will require an additional repair when parts for the final remedy are available. This interim inspection procedure should not be used on new, unused and unsold vehicles in dealer inventory with 50 miles (80 km) or more on the odometer or GM Certified Used vehicles in dealer’s possession. Please discard all copies of bulletin 15822.

Vehicles involved in this recall were placed on stop delivery April 11, 2016.

All new and GM Certified Used vehicles in dealer’s possession and subject to this recall must be held until a final remedy is available and completed before customers take possession of the vehicles.

GM is not prohibiting dealers, however, from delivering other used vehicles impacted by this recall to customers, so long as (i) the dealer inspects the flexible steel cable that connects the driver’s seat belt to the outboard side of the seat and confirms that there is no evidence of fatigue, fraying, separation or any other problem (if dealer has any doubt about the condition of the vehicle, dealer should perform a temporary repair by installing the driver seat belt tensioner kit), (ii) prior to delivery, the condition described in this bulletin is disclosed to the customer in writing on the inspection repair order signed by the customer and retained in the dealer file for the transaction, and dealer sets a date for a specific customer follow-up on the recall remedy status, (iii) if necessary, dealer schedules subsequent follow-up contacts with the customer regarding the status of a remedy, and (iv) dealer contacts the customer to schedule an appointment to complete the recall remedy promptly when sufficient parts and a remedy are made available to dealer. After inspection as described in (i) above (and with periodic follow up inspections), dealers may also use vehicles impacted by this recall in courtesy transportation fleets or as dealer shuttles. Dealers remain responsible for compliance with any applicable laws and regulations relating to the sale or delivery of used vehicles. Also, the open recall on the used vehicle will not be closed until the final remedy is available and completed.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in **certain** 2014-2015 model year Chevrolet Silverado 1500 Series and GMC Sierra 1500 Series vehicles. Some of these vehicles have a condition in which the flexible steel cable that connects the driver’s seat belt to the outboard side of the seat (the “tensioner cable”) can fatigue and separate over time as a result of occupant movement into the driver’s seat. In a crash, a fatigued tensioner

cable could break, reducing the effectiveness of the vehicle's seat belts increasing the risk of injury to the driver.

CORRECTION

This recall has two different final remedies; one, which is published in this bulletin, for new, unused, and unsold vehicles in dealer inventory with less than 50 miles (80 km) on the odometer, and another, to be published later, for unsold new vehicles with greater than 50 miles (80 km) on the odometer, used vehicles, and customer vehicles.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

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 recall 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 recall.

PART INFORMATION

Parts Pre-Ship Information – For USA and Canada

Note: This recall has two different final remedies; one, which is published in this bulletin, for new, unused, and unsold vehicles in dealer inventory with less than 50 miles (80 km) on the odometer, and another, to be published later, for unsold new vehicles with greater than 50 miles (80 km) on the odometer, used vehicles, and customer vehicles.

An initial supply of parts were pre-shipped to involved dealers of record on April 25, 2016 for involved new, unused, and unsold vehicles in dealer inventory which have never been put into service and have less than 50 miles (80 km) on the odometer. The remedy for these vehicles brings them into the same state as currently produced new vehicles. All other involved vehicles are excluded from this remedy.

An interim inspection procedure is now available for used vehicles and customer vehicles. The interim inspection procedure involves an inspection, and if evidence of fatigue, fraying, separation or any other problem exists, a driver seat belt tensioner kit must be installed. This is a temporary repair and these vehicles will require an additional repair when parts for the final remedy are available. This interim inspection procedure should not be used on new, unused and unsold vehicles in dealer inventory with 50 miles (80 km) or more on the odometer or GM Certified Used vehicles in dealer's possession.

Part availability, a final remedy and timing for (i) the new, unused and unsold vehicles in dealer inventory with 50 miles (80 km) or more on the odometer, (ii) GM Certified Used vehicles in dealer's possession and (iii) other used or customer vehicles, will be announced at a future date.

International orders for vehicles requiring the first remedy will be reviewed on a case-by-case basis.

Note: Due to flight restrictions for the transport of hazardous material shipments, replacement retractors cannot be air freighted for overnight delivery. Orders will arrive via FedEx Ground or with the normal PDC delivery. Pre-shipped parts will be charged to dealer's open parts account.

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which part to order.

Part Number	Description	Quantity/Vehicle
19330320	Belt Kit – Driver Seat*	1
19330321	Belt Kit – Driver Seat*	1
19330322	Belt Kit – Driver Seat*	1
19330323	Belt Kit – Driver Seat*	1
19330297	Belt Kit – Driver Seat*	1
19330298	Belt Kit – Driver Seat*	1
19330299	Belt Kit – Driver Seat*	1
19328683	Tensioner Kit – Driver Seat Belt**	1 (If Required)
19329223	Tensioner Kit – Driver Seat Belt**	1 (If Required)
19329224	Tensioner Kit – Driver Seat Belt**	1 (If Required)
19329227	Tensioner Kit – Driver Seat Belt**	1 (If Required)

* For new, unused, and unsold vehicles in dealer inventory with less than 50 miles (80 km) on the odometer.

** For temporary repair of used inventory and customer vehicles only. This does not include GM Certified Used vehicles.

SERVICE PROCEDURE

Note:

- New, unused, and unsold vehicles in dealer inventory with less than 50 miles (80 km) on the odometer – permanent repair is available (install driver seat belt kit).
- Vehicles in used inventory and customer vehicles – an interim inspection procedure is available (inspect, and if necessary, install driver seat belt tensioner kit). **This repair will not close this recall. These vehicles will require the permanent repair when it becomes available.**
- New, unused, and unsold vehicles in dealer inventory with 50 miles (80 km) or more on the odometer – a repair is not yet available. **Do not use the interim inspection procedure on these vehicles.**
- GM Certified Used vehicles – a repair is not yet available. **Do not use the interim inspection procedure on these vehicles.**

Permanent Remedy For Inventory Vehicles with Less than 50 miles (80 km) on the Odometer

Replace the driver side seat belt retractor pretensioner assembly. Refer to *Seat Belt Retractor Pretensioner Replacement – Front* in SI.

Interim Inspection Procedure For Used Vehicles and Customer Vehicles Only

Use the following steps to inspect the flexible steel cable cover that connects the driver's seat belt to the outboard side of the seat and confirm that there is no evidence of fatigue, fraying, separation or any other problem. If a problem is found, replace the driver seat tensioner.

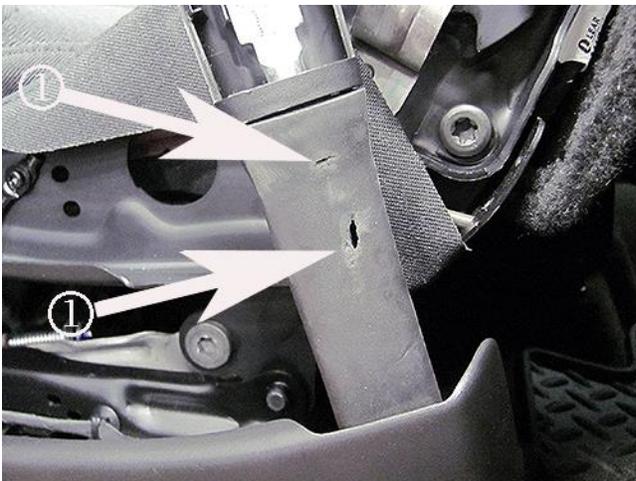
1. Move the driver seat to the full forward and full down position.



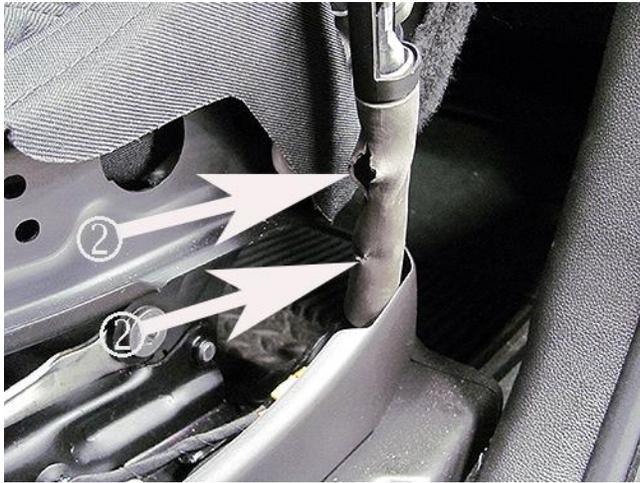
4522278

2. Inspect the tensioner cable cover for damage over its entire length.

Note: The following photos were taken with the seat trim removed to better show the condition. It is not necessary to remove the seat trim for the inspection.



4522272



4522274

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

- If **any damage** is found, replace the tensioner kit. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
 - If no damage is found, no further repair is required until a final remedy is available.
3. Follow the steps described in bold on Page One for vehicles in used vehicle inventory.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of new vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Note: *To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.*

Labor Code	Description	Labor Time	Net Item
9102148	Driver Seat Retractor Side Belt Replacement	0.7	N/A
9102286	Inspect the Driver Side Front Seat Belt Anchor Plate Tensioner (This inspection will not close this recall) ADD: Replace the Front Seat Belt Anchor Plate Tensioner* (This repair will not close this recall)	0.2 0.4	N/A
9102186	Floor Plan Reimbursement	N/A	**

* Includes deployment of pyrotechnic device.

** The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (April 11, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 17 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2014 Chevrolet Silverado LD	\$ 4.49	\$ 6.07
2015 Chevrolet Silverado LD	\$ 5.14	\$ 6.17
2014 GMC Sierra LD	\$ 4.59	\$ 6.28
2015 GMC Sierra LD	\$ 5.54	\$ 6.30

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect or noncompliance is remedied. In addition, it is a violation of Federal law for a dealer to sell service stock that is subject to this notification.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be

made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All new and GM Certified Used vehicles in dealer's possession and subject to this recall must be held until a final remedy is available and completed before customers take possession of the vehicles.

GM is not prohibiting dealers, however, from delivering other used vehicles impacted by this recall to customers, so long as (i) the dealer inspects the flexible steel cable that connects the driver's seat belt to the outboard side of the seat and confirms that there is no evidence of fatigue, fraying, separation or any other problem (if dealer has any doubt about the condition of the vehicle, dealer should perform a temporary repair by installing a driver seat belt tensioner kit), (ii) prior to delivery, the condition described in this bulletin is disclosed to the customer in writing on the inspection repair order signed by the customer and retained in the dealer file for the transaction, and dealer sets a date for a specific customer follow-up on the recall remedy status, (iii) if necessary, dealer schedules subsequent follow-up contacts with the customer regarding the status of a remedy, and (iv) dealer contacts the customer to schedule an appointment to complete the recall remedy promptly when sufficient parts and a remedy are made available to dealer. After inspection as described in (i) above (and with periodic follow up inspections), dealers may also use vehicles impacted by this recall in courtesy transportation fleets or as dealer shuttles. Dealers remain responsible for compliance with any applicable laws and regulations relating to the sale or delivery of used vehicles. Also, the open recall on the used vehicle will not be closed until the final remedy is available and completed.

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 final remedy when it is made available. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system for the final remedy when published, 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction or interim inspection procedure is performed consistent with the guidance in this bulletin.

