

FMVSS Noncompliance Recall

17368 Incorrect Torsion Bar Built into Front Seat Belt Retractors



Reference Number: N172118134

Release Date: September 2017
Revision: 00

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery September 14, 2017. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD Crew Cab	2017	2018		
GMC	Sierra HD Crew Cab				

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	General Motors has decided that certain 2017 and 2018 model year Chevrolet Silverado Heavy Duty (2500 and 3500 Series) and GMC Sierra Heavy Duty (2500 and 3500 Series) vehicles fail to conform, in part, to Federal Motor Vehicle Safety Standard (FMVSS) No. 209, "Seat Belt Assemblies." The supplier of the driver's and front passenger's seat-belt retractor assemblies in these vehicles built those assemblies with different torsion bars than were used in testing the vehicles for compliance with the seat-belt elongation requirements of Section 4.4(b)(5) of FMVSS 209.
Correction	Replace the driver and front passenger-side seat-belt retractor assemblies with assemblies containing the correct torsion bar.

Parts

Quantity	Part Name	Part No.
1	Belt Kit	19356111
1	Belt Kit	19356112
1	Belt Kit	19356113
1	Belt Kit	19356114
1	Belt Kit	19356082
1	Belt Kit	19356083
1	Belt Kit	19356084
1	Belt Kit	19356085

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

Parts Pre-Ship Information – For USA Only

An initial supply of belt kits will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin week of September 25, 2017. Pre-shipped parts will be charged to dealer's open parts account. Additional parts, if required, should be obtained from GMCCA.

All orders placed prior to the pre-ship will be cancelled. Additional parts, if required, are to be obtained from GMCCA, when ordering opens. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. All orders will be reviewed prior to being filled. Parts may have quantity limiters in effect.

IMPORTANT NOTE: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Please **do not place orders as SPAC**; it will delay shipment of the order and will not provide visibility. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

Important: Due to limited initial parts availability, dealers are encouraged not to order recall 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.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103411	Replace Driver and Passenger Seat Belt Retractors	0.9	ZFAT	N/A
9103430	Floor Plan Reimbursement	N/A	ZFAT	*

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

- * USA Only - Vehicles eligible for floor plan reimbursement are to submit the amount in "Net Item/Miscellaneous" and 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 (September 14, 2017) to the date the repair is completed and the vehicle is ready for sale (not to exceed 29 days):

Vehicle	Reimbursement Amount
	USA
2017 Chevrolet Silverado HD	\$7.93
2017 GMC Sierra HD	\$8.64
2018 Chevrolet Silverado HD	\$6.80
2018 GMC Sierra HD	\$7.70

Service Procedure

Replace the driver and passenger seat belt retractor assemblies. Refer to *Front Seat Belt Retractor Replacement (Heavy Duty)* in SI.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Dealer Responsibility – All

All new vehicles in dealers' possession and subject to this recall 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.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers.

Customer Notification

This bulletin involves vehicles in dealer inventory only. General Motors is petitioning the National Highway Traffic Safety Administration (NHTSA) for exemption from the notification and remedy requirements of the Motor Vehicle Safety Act on the basis that this noncompliance is inconsequential to motor vehicle safety. Accordingly, GM will not be mailing letters to customers at this time.

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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