

Frequently Asked Questions (FAQs) for Safety Recall N202292780 SEAT BELT INSPECTION AND REPLACEMENT

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) 2019 Chevrolet Low Cab Forward (LCF) GAS 3500/4500 Medium Duty Trucks, and 2020 Chevrolet Low Cab Forward (LCF) DIESEL 4500/5500 Medium Duty Trucks.

Q2) What is the issue or condition?

A2) The seat belt assembly has a dual mode belt locking mechanism in the retractor assembly: A belt webbing locking mechanism and a GSensor locking mechanism. Due to a manufacturing error by the supplier in a limited production period, the belt webbing locking mechanism, which is applied by the rapid movement of the seat belt, may not function. The separate G-Sensor lock mechanism which is applied through rapid vehicle deceleration remains fully functional.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) The occupant may not be restrained as designed and/or may become unrestrained if the separate G-Sensor locking mechanism becomes unavailable, increasing the risk of injury in the event of a crash.

Q4) What is the remedy/repair?

A4) Dealers will check the seat belt label number and seat belt assembly date. If the seatbelt falls within the production range identified, the seat belt assembly will be replaced.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) Occupants may not be restrained as designed and/or may become unrestrained if the separate G-Sensor locking mechanism becomes unavailable, increasing the risk of injury in the event of a crash.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) No, when a sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.