

# Product Safety Recall

## N202292780 Front Seat Belt Webbing Sensor



**Release Date:** January 2020

**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 January 17, 2020. 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.

**ONLY Chevrolet Medium Duty dealers can complete this recall repair.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Low Cab Forward (LCF) 3500	2019	2019	L96	6.0L V8 SF (GAS)
	Low Cab Forward (LCF) 4500				
Chevrolet	Low Cab Forward (LCF) 4500HD	2020	2020	11B	5.2L 4 CYL (DIESEL)
	Low Cab Forward (LCF) 4500XD				
	Low Cab Forward (LCF) 5500HD				
	Low Cab Forward (LCF) 5500XD				

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>	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2019 model year Chevrolet Low Cab Forward (LCF) GAS 3500/4500 Medium Duty Trucks, and 2020 model year Chevrolet Low Cab Forward (LCF) DIESEL 4500/5500 Medium Duty Trucks. The front seat belt assembly has a dual mode belt locking mechanism in the retractor assembly: The belt webbing locking mechanism (which is applied by the rapid movement of the seat belt) may not function. 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.
<b>Correction</b>	Dealers will check the front seat belt label number and front seat belt assembly date. If the front seat belt(s) fall(s) within the production range identified, the front seat belt assembly will be replaced.

### Parts

Quantity	Part Name	Part No.
As Required	Seat Belt	97428457

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

Due to the small number of vehicles involved, (47), and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the driver's or passenger's seat belt.

**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
9104666	Seat Belt Inspection (Driver and Passenger sides)	0.2*	ZFAT	N/A
9104939	Replace Driver or Passenger Seat Belt (Includes Inspection) ADD: Replace Other Side	0.7* 0.7	ZFAT	N/A
9104940	Customer Reimbursement Approved - For USA dealers only	N/A	ZFAT	**
9104941	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

\* Includes 0.1 hours for administrative allowance.

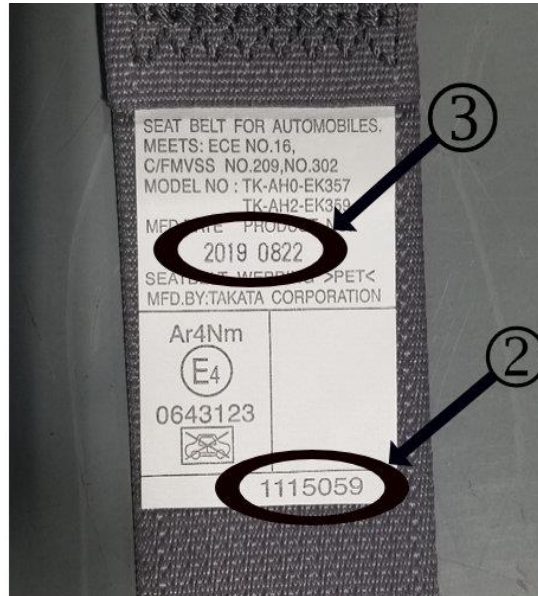
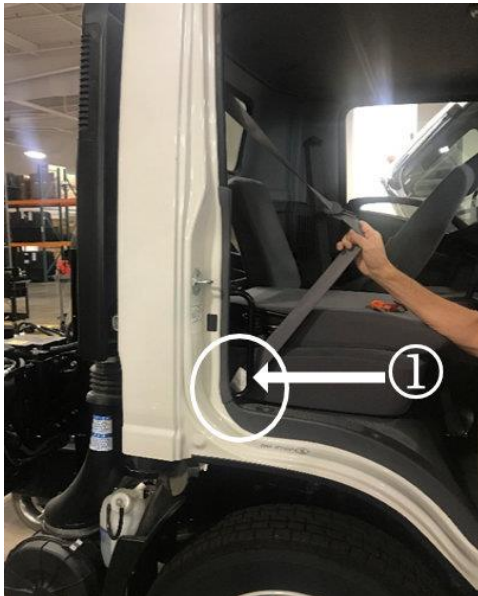
\*\* For USA: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

\*\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

### Service Procedure

**Important:** High visibility RED seat belts (RPO Codes I7L, I8L) do not require inspection and are not to be replaced. However, if there is one (1) high visibility seat belt (RPO Code I7L), only inspect the non-high visibility seat belt. If both seat belts are high visibility seat belts, proceed to Applying the Campaign Label section of this bulletin.

1. Place the vehicle in park, apply the parking brake, and turn the engine off.



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2. Inspect both driver and passenger side tongue seat belt assembly tags product number (2) and manufacturing date (3) which are located near the seat belt’s lower anchor point (1). Record these numbers on the repair order for the vehicle.

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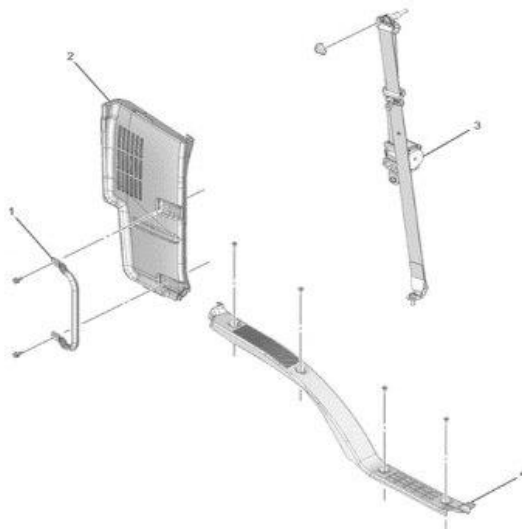


Product Number	Manufacturing Date
115059	20190819
	20190821
	20190822
	20190827
	20190828
	20190829

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- Using table above, compare the product number and the manufacturing date found on each tongue seat belt assembly tag. If any of these numbers match the tongue seat belt assembly tag, proceed to Step 4. If *both* the product number and the manufacturing date DO NOT match the table above, no further action is required.

**Note:** If the product number and manufacturing date are not legible, replace the tongue seat belt assembly.



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- (1) Assist Handle
  - (2) Rear Pillar Lower Trim
  - (3) Tongue Side Seat Belt Assembly
  - (4) Door Side Floor Mat Trim Cover
- Remove the two 12mm bolts from the assist handle (1). Remove and set aside for reuse.
  - Remove the four T25 screws holding on the door side floor mat trim cover (4), remove the cover and set it aside for reuse.
  - Remove the rear pillar lower trim (2) by pulling the rear of the cover inwards towards the center of the cab to detach the mounting clips. Set the cover aside for reuse.

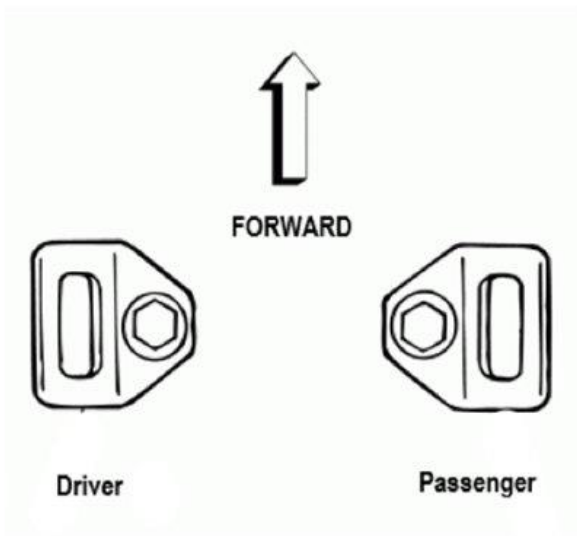
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7. Use a small screwdriver to remove the cover over the seat belt upper anchor bolt. Set the cover aside for reuse later.
8. Remove the three 14mm bolts holding on the tongue side seat belt assembly; the retractor fixing bolt; the upper anchor bolt; and the lower anchor bolt. Remove the tongue side seat belt assembly.



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9. Position the new tongue side seat belt assembly in place. Start all three 14mm bolts by hand and then lightly snug them with a ratchet and socket. Ensure that the seat belt lower anchor point is orientated as shown above before tightening the bolt. Torque all three bolts to 44 N·m (33 lb ft).
10. Snap the cover back onto the upper anchoring bolt.
11. Install the lower panel trim by positioning it in place and firmly pushing the panel to engage the retaining clips.

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**Note:** Ensure that the rearward portion of the seat belt webbing is correctly routed through the slot in the lower panel trim as shown above.

12. Install the door side floor mat trim cover using the four (4) T25 screws.
13. Install the assist handle using the two 12mm bolts. Torque both bolts to 19 N·m (14 lb ft).
14. Test the tongue seat belt assembly by fully extending the belt and ensure it is properly buckled. Then unbuckle the belt and ensure it fully retracts properly. Make sure that the belt is not twisted.



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15. Use a pair of scissors or shears to cut off the webbed belt portion of the OLD tongue seat belt that has both the tag and the lower anchor. Return this portion of the seat belt to the parts department for warranty retention. Discard the remaining portion of the old tongue seat belt assembly.

#### **Dealer Responsibility – For USA**

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.

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

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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 Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired 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.

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 has been made before selling or releasing the vehicle.

### Dealer Reports

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

### Customer Notification

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

### 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 February 28, 2021. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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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Voluntary Technician  
Certification**