

Frequently Asked Questions (FAQs) for Safety Recall N202312100 Seat Belt Cable Separation

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) Certain 2014-2016 model year Chevrolet Caprice Police Pursuit Vehicles (PPVs) and Chevrolet SS vehicles that were subject to NHTSA Recall No. 16V518 (bulletin 313410) and may not have received a complete repair under the recall.

Q2) What is the issue or condition?

A2) These vehicles were subject to NHTSA Recall No. 16V518 (bulletin 313410) and may not have received a complete repair under the recall. The flexible steel cable that connects the safety belt to the vehicle at the outside of the front driver seat can fatigue and separate over time if the driver's movement into the seat repeatedly bends the steel seat belt cable down against the seat edge.

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

A3) The covering on the cable may show visible signs, including tears, holes, or wear marks.

Q4) What is the remedy/repair?

A4) Dealers will inspect the vehicles to determine whether the new seat trim was installed and, if necessary, replace the trim. Dealers will also inspect and, if necessary, replace the pretensioner cable assembly.

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

A5) In a crash, a fatigued cable could break, reducing the effectiveness of the vehicle's safety belts and increasing the risk of injury to the occupant.

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 remedy is available and/or 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/>.

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Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.