

Product Safety Recall

N202322232 Seat Belt May Not Be Properly Attached



Release Date: January 2021

Revision: 01

Revision Description: This bulletin has been revised to add the customer notification letter. Please discard all copies of N202322232.

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.

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 1500	2021	2021		
Chevrolet	Silverado 2500/3500				
GMC	Sierra 1500				
GMC	Sierra 2500/3500				

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 a defect which relates to motor vehicle safety exists in certain 2021 model year Chevrolet Silverado 1500, Silverado 2500/3500, and GMC Sierra 1500, Sierra 2500/3500 vehicles. In these vehicles, the wrong seat-belt bolt may have been used at one or more fastening locations to secure the seat belt to the vehicle. If an incorrect bolt was used, the seat belt may not be properly attached to the vehicle. If a seat belt assembly is not properly attached to the vehicle, the seat belt may not properly restrain an occupant, increasing risk of occupant injury in a crash.
Correction	Dealers will replace bolts at suspect seat-belt attachment locations.

Parts

Quantity	Part Name	Part No.
1	Bolt	11611776

Important: Due to limited initial parts availability, parts should only be ordered when a Dealer has a vehicle with a VIN that is subject to this Recall. If the VIN is subject to this Recall, its recall status in IVH should be listed as "open." We have also attached information below to access involved VINs for your convenience.

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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105526	Replace Front Row Seat Belt Retractor Mounting Bolt	0.5	ZFAT	N/A
9105527	Replace Second Row Outer Seat Belt Retractor or Seat Belt Anchor Mounting Bolt. Regular Cab ADD: For Double/Crew Cab	0.5 0.6		
9105528	Replace Second Row Center Seat Belt Retractor or Anchor Bolt	0.5		

Service Procedure

IMPORTANT: Not all seat belt system attachment bolts within the vehicle require replacement. To determine which seat belt system attachment bolt requires replacement, please click on, download, and launch one of the two files below. If your computer is equipped with Microsoft Excel, click on the first link. If your computer is NOT equipped with Microsoft Excel, click the second link. Once downloaded/open, find (press ctrl-F) the VIN of the vehicle you are servicing to identify the affected location.

https://tis2web.akamai.gm.com/vinlist/n20232223_t1pu.xlsx

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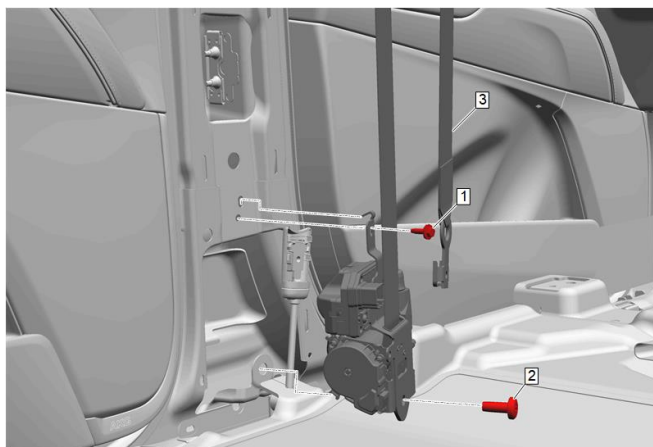


https://tis2web.akamai.gm.com/vinlist/n20232223_t1pu.pdf

NOTE: The bolt being removed from the vehicle may not have cut the proper threads in the nut when the vehicle was manufactured. If this occurred, expect to feel resistance for the complete bolt length when removing the bolt. When the new bolt is being installed in an unthreaded nut, there will be resistance as the self-threading bolt threads the nut. There will be an initial resistance while the thread is being cut, followed by a reduction in resistance. This is an expected condition. Continue tightening the bolt until the retractor or belt bracket is secured. To complete the installation, tighten the bolt to the proper torque specification.

Service Procedure for First Row Outer Seatbelt Retractor Mounting Bolt

1. Remove the center pillar lower trim panel. It is not necessary to disconnect the seat belt from the seat belt anchor plate tensioner. Refer to *Center Pillar Lower Trim Panel Replacement* in SI.



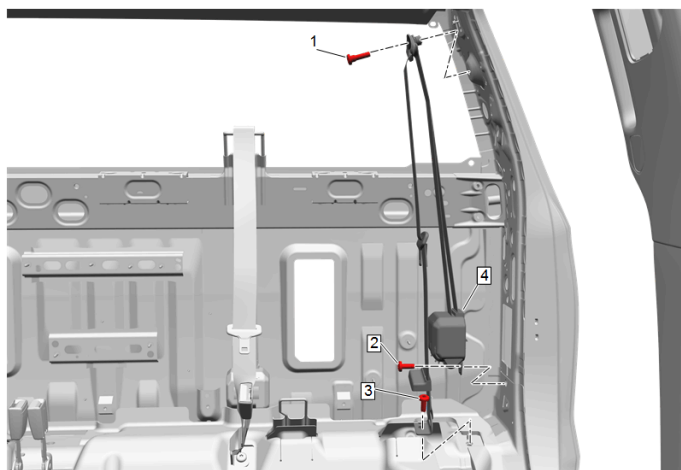
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2. Remove and discard the lower retractor bolt (2).
3. Install the new retractor mounting bolt. Refer to the note above for installation details. Tighten the new service bolt to 45 N.m (33 lb. ft).
4. Reinstall the center pillar lower trim panel. Refer to *Center Pillar Lower Trim Panel Replacement* in SI.

Service Procedure for Second Row Outer Seatbelt Retractor Mounting or Seat Belt Anchor Bolt Replacement

NOTE: When performing the following steps, it is not necessary to disconnect the seat belts.

1. Remove the body lock pillar garnish molding. Refer to *Body Lock Pillar Garnish Molding Replacement* in SI.



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2. Remove the second-row retractor mounting (2) or seat belt anchor (3) bolt as required. Discard the bolt.
3. Install the new retractor or seat belt anchor mounting bolt. Refer to the note above for installation details. Tighten the new service bolt to 45 N.m (33 lb. ft).

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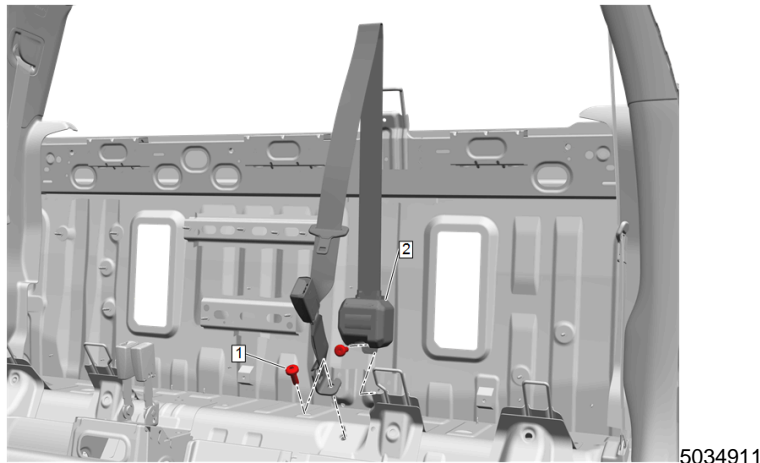
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4. Reinstall the body lock pillar garnish molding. Refer to *Body Lock Pillar Garnish Molding Replacement* in SI.

Service Procedure for Second Row Center Seatbelt Retractor Mounting or Seat Belt Anchor Bolt Replacement

1. Remove the rear seat back cushion. Refer to *Rear Seat Back Cushion Removal and Installation* in SI.



2. Remove the second-row center retractor mounting (2) or seat belt anchor (1) bolt as required. Discard the bolt.
3. Install the new center retractor (2) or seat belt anchor mounting (1) bolt. Refer to the note above for installation details. Tighten the new service bolt to 45 N.m (33 lb. ft).
4. Reinstall the rear seat back cushion. Refer to *Rear Seat Back Cushion Removal and Installation* 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.

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 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/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.

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. A copy of the customer letter is provided in this

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bulletin for your use in contacting customers. 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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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

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.



**We Support
Voluntary Technician
Certification**

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IMPORTANT SAFETY RECALL

January 2021

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 model year Chevrolet 1500, 2500/3500 and GMC Sierra 1500, 2500/3500 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N202322232.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

In these vehicles, the wrong seat-belt bolt may have been used at one or more fastening locations to secure the seat belt to the vehicle. If an incorrect bolt was used, the seat belt may not be properly attached to the vehicle. If a seat belt assembly is not properly attached to the vehicle, the seat belt may not properly restrain an occupant, increasing risk of occupant injury in a crash.

What will we do?

Your GM dealer will replace bolts at suspect seat-belt attachment locations. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 45 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V811.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety