

Frequently Asked Questions (FAQs) for Safety Recall N202313000

Third Row Seat Belt Damage

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) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2021 model year Cadillac Escalade and Escalade ESV vehicles; Chevrolet Suburban and Tahoe vehicles; and GMC Yukon and Yukon XL vehicles with third-row seating.

Q2) What is the issue or condition?

A2) During installation of the third-row seat, one or both third-row outboard seat belts may have been inadvertently entrapped in or misrouted behind the outboard seat-folding mechanism. A seat belt in this condition may be damaged by the seat-folding mechanism. This condition can only occur during vehicle assembly.

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

A3) Vehicle owners may notice damage to or difficulty using a third-row seat belt, or difficulty latching or operating the third-row seat.

Q4) What is the remedy/repair?

A4) Dealers will inspect third-row outboard seat belts for damage and correct routing. Seat belts that are damaged will be replaced. Routing will be corrected for any belts that are misrouted.

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

A5) A damaged seat belt can break during a crash, 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) Yes, please see the attached bulletin for details.

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/>.

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

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with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.