

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5744
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 8, 2021

Subject: Upcoming Safety Recall N212330040
Driver Seat Belt Cable May Separate

Models: 2014-2016 Chevrolet Silverado 1500
2014-2015 GMC Sierra 1500
2015-2016 Chevrolet Tahoe

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves certain 2014-2016 model year Chevrolet Silverado 1500, 2014-2015 model year GMC Sierra 1500, and 2015-2016 model year Chevrolet Tahoe vehicles. The GM recall number is N212330040.

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 until the defect is remedied.

As part of the remedy for a prior GM recall (NHTSA Recall No. 16V209 or 18V291), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. In rare circumstances based on usage, the cables can fatigue and may separate over time as a result of occupant movement into the driver's seat. If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash.

Parts are not currently available, but when parts are available, dealers are to replace the driver seat belt lap pretensioner.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on April 8, 2021. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
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