

Product Safety Recall

N222372380 Third Row Seatbelt Buckle Retention



Release Date: October 2022

Revision: 02

Revision Description: This bulletin is being revised to add the final repair for vehicles that did NOT pass the inspection and to include the customer letter. Please discard all previous copies of N222372380.

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 that did not pass the inspection in this recall were placed on stop delivery August 11, 2022. 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.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade / Escalade ESV	2021	2022		
Chevrolet	Suburban				
Chevrolet	Tahoe				
GMC	Yukon / Yukon XL				

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 may exist in certain 2021 – 2022 model year Cadillac Escalade and Escalade ESV vehicles, 2021 – 2022 model year Chevrolet Suburban and Tahoe vehicles, and 2021 – 2022 model year GMC Yukon and Yukon XL vehicles. In certain of these vehicles, the rivet that retains the buckle to the mounting bracket in the left or right side third-row seatbelt buckle assembly may not have been properly formed during the manufacturing process. If the third-row seatbelt assembly is not properly riveted, it may not properly restrain occupants in a crash, increasing the risk of injury.
Correction	Dealers will inspect the rivet head formation on both the left and right side third row seatbelt buckle assemblies and replace seatbelt buckle assemblies as necessary.

Parts

Quantity	Part Name	Part No.
1	Buckle Kit	84779609
1	Buckle Kit	84779610
1	Buckle Kit	84779611
1	Buckle Kit	85116603
1	Buckle Kit	85116604
1	Buckle Kit	85116605
1	Buckle Kit	84779613
1	Buckle Kit	84779614
1	Buckle Kit	84779615
1	Buckle Kit	85116607
1	Buckle Kit	85116608
1	Buckle Kit	86780800

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which part to order as they are color specific parts. These parts should not be ordered as shelf stock.

It is estimated that only 3% of involved vehicles will require Seat Belt Buckle replacement. Please order parts accordingly.

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
9106434	Inspect Only – Vehicle Passed Inspection (No Further Action Required)	0.2	ZFAT	N/A
9106470	Replace buckle that failed inspection (includes inspection) ADD: Replaced both 3 rd Row Seat Belt Buckles	0.5 0.1	ZFAT	N/A
9106468	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*
9106469	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	**

Important: Please select the appropriate labor code when submitting the claim. 9106434 should only be used if the vehicle PASSED the inspection.

Important: Buckle assemblies only have to fail one part of the inspection process to be considered failed and must be repaired with remedy parts.

Note: To avoid having to “H” route the floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

Floor Plan Reimbursement – NEW INVENTORY ONLY

- * **USA & Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (August 11, 2022) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 72 days):

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2021 Cadillac Escalade	\$15.40	\$ 14.76
2022 Cadillac Escalade	\$15.55	\$ 14.96
2021 Cadillac Escalade ESV	\$15.99	\$ 15.50
2022 Cadillac Escalade ESV	\$16.03	\$ 15.39
2021 Chevrolet Suburban	\$10.62	\$9.61
2022 Chevrolet Suburban	\$10.76	\$ 11.41
2021 Chevrolet Tahoe	\$10.09	\$ 9.03
2022 Chevrolet Tahoe	\$10.31	\$ 10.60
2021 GMC Yukon	\$11.48	\$ 9.65
2022 GMC Yukon	\$11.32	\$ 10.71
2021 GMC Yukon XL	\$12.00	\$ 9.73
2022 GMC Yukon XL	\$11.77	\$ 10.96

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA & Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800096, provided in the dealer message sent on August 26, 2022 (USA) or August 26, 2022 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

- ** **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (August 11, 2022) to the date the inspection or repair closed the recall bulletin. (not to exceed 72 days).

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Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
2021 Cadillac Escalade	\$46.21	\$ 56.52
2022 Cadillac Escalade	\$50.38	\$ 58.65
2021 Cadillac Escalade ESV	\$46.40	\$ 56.52
2022 Cadillac Escalade ESV	\$50.95	\$ 58.48
2021 Chevrolet Suburban	\$31.98	\$ 37.19
2022 Chevrolet Suburban	\$36.08	\$ 40.13
2021 Chevrolet Tahoe	\$30.39	\$ 37.15
2022 Chevrolet Tahoe	\$33.30	\$ 40.17
2021 GMC Yukon	\$31.70	\$ 37.77
2022 GMC Yukon	\$35.99	\$ 41.02
2021 GMC Yukon XL	\$31.89	\$ 39.17
2022 GMC Yukon XL	\$37.19	\$ 42.69

Service Procedure



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1. Disconnect the rear seatbelt mini-latch (1), if connected.
2. Lower the 3rd row seat backs to the folded position.

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3. Manually raise the 3rd row seat backs (1) to a midpoint between folded and full upright.
4. Locate the 3rd row seatbelt buckles (2).



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Important: If the vehicle does not pass inspection, the customer must be advised to not allow passengers to use the seating position that failed the inspection and the middle seating position until the seatbelt buckle assembly for that seat has been replaced.

Note: Formed rivet heads may vary in shape. The critical component is that the rivet head is larger than the pin's diameter which ensures the pin does not back out of the buckle. Inspect both sides of both buckles as the rivet head could be on either side of the buckle.

5. Inspect both driver and passenger side 3rd row seat belt buckles for the rivet head. A properly formed rivet head is shown as (2) in the above image. An unformed rivet head is shown as (1) in the above image. DO NOT mistake the pin head (3) for the rivet head (2), all buckles will have a pin head.
 - If both 3rd Row Seat Belt Buckles have the rivet head in place, proceed to step 6.
 - If the rivet head is not in place (1) on the passenger's side, replace the 3rd Row Seat Belt Buckle (40 Percent and Center Buckle). Refer to 3rd Row Seat Belt Buckle Replacement (40 Percent and Center Buckle) in SI. Proceed to step 6.

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- If the rivet head is not in place (1) on the driver's side, replace the 3rd Row Seat Belt Buckle (60 Percent and Mini Buckle). Refer to *3rd Row Seat Belt Buckle Replacement (60 Percent and Mini Buckle)* in SI. Proceed to step 9.



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6. Locate the driver's side 3rd row seatbelt buckle, shown above.
7. Grab the driver's side 3rd row seatbelt buckle pin and push back and forth inspecting for the ability of the pin to be pushed out.

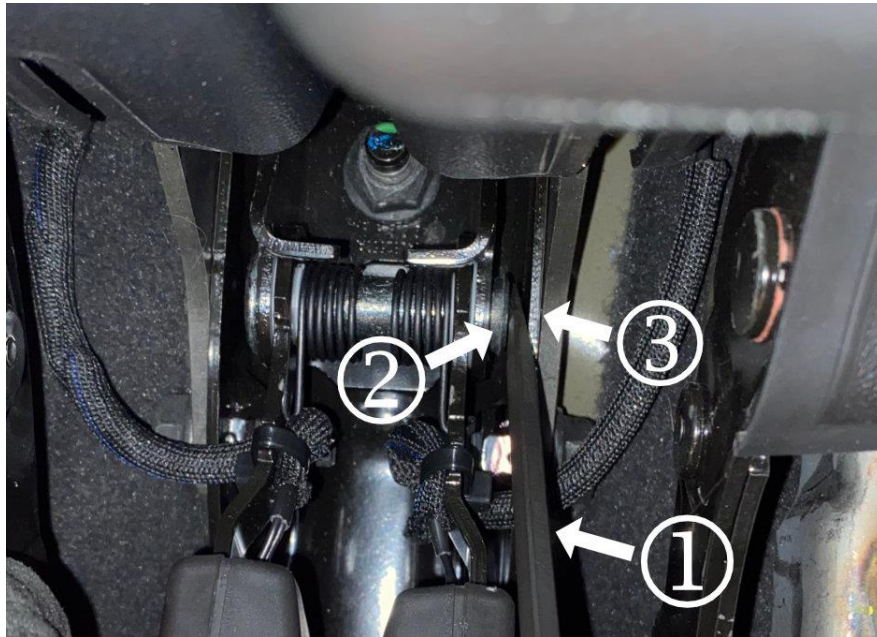


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8. An unformed pin will move easily out of location and can be pushed through the assembly as shown above.
 - If pin cannot be pushed out, no further action is required for this buckle. Proceed to step 9.
 - If pin can be pushed out, replace the 3rd Row Seat Belt Buckle (60 Percent and Mini Buckle). Refer to *3rd Row Seat Belt Buckle Replacement (60 Percent and Mini Buckle)* in SI. Proceed to step 9.

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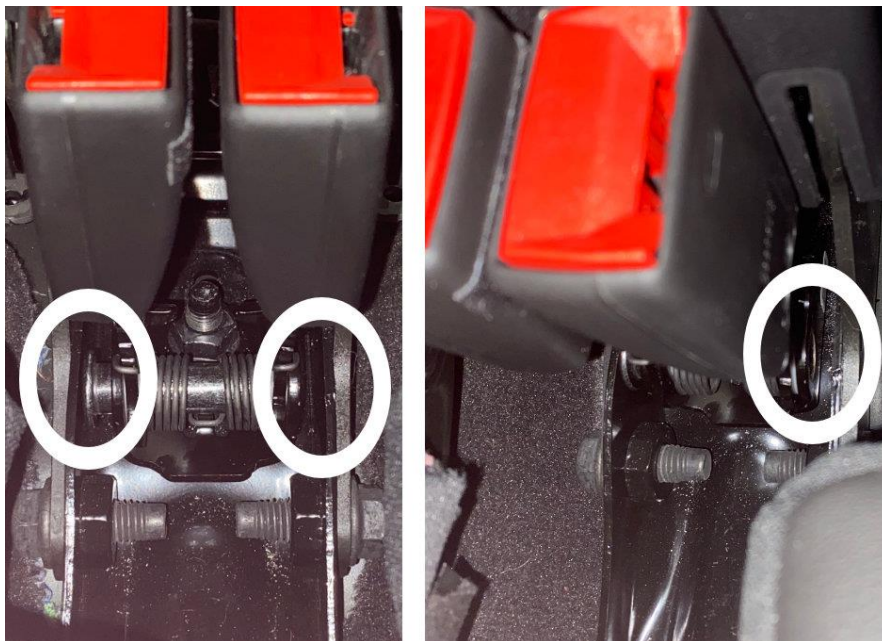


Note: If the passenger's side 3rd row seatbelt buckle was replaced in step 5, steps 9-11 can be skipped. Proceed to step 12.

9. Locate the passenger's side 3rd row seatbelt buckle, shown above.

Note: A properly formed pin may move in a springing fashion with the spring assembly, this is ok. An unformed pin can be easily pushed flush to the seat belt assembly without this springing feeling.

10. Insert a screwdriver (1) between the passenger's side 3rd row seatbelt buckle pin (2) and the seat frame (3) and push against the pin (2) inspecting for the ability of the rivet side of the pin to be moved flush to the buckle assembly.



11. An unformed pin will move easily, and the pin head will be able to contact the seat frame as shown above.

- If the pin can't be moved flush to the buckle assembly, no further action is required. Proceed to step 12.
- If the pin can be moved flush to the buckle assembly, replace the 3rd Row Seat Belt Buckle (40 Percent and Center Buckle). Refer to *3rd Row Seat Belt Buckle Replacement (40 Percent and Center Buckle)* in SI. Proceed to step 12.

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12. Return the 3rd row seat backs to their original location.



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13. If connected when vehicle arrived, connect the rear seatbelt mini-latch (1).

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/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. A copy of the customer letter is provided in this 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.

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Dealer Reports – For USA & Export

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. For owners outside these areas, dealers should notify customers using the attached sample letter.

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**



IMPORTANT SAFETY RECALL

November 2022

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 and 2022 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Suburban, Chevrolet Tahoe, GMC Yukon and GMC Yukon XL 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 N222372380.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.
- **As a precaution, do not allow passengers to use the third-row seating positions in your vehicle until your dealer performs the recall inspection procedure.**

Why is your vehicle being recalled?

In certain of these vehicles, the rivet that retains the buckle to the mounting bracket in the left or right side third-row seatbelt buckle assembly may not have been properly formed during the manufacturing process. If the third-row seatbelt assembly is not properly riveted, it may not properly restrain occupants in a crash, increasing the risk of injury.

What will we do?

Your GM dealer will inspect the rivet head formation on both the left and right side third-row seatbelt buckle assemblies and replace seatbelt buckle assemblies as necessary. 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 inspection and service correction time of approximately 45 minutes.

What should you do?

Do NOT use the third-row seating positions until the vehicle is inspected. You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

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

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-333-4223	711 / 1-800-833-2438
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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

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Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 22V617.

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

Regina A. Carto
Vice President
Global Product Safety and Systems

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