

Part 573 Safety Recall Report

18V-673

NOTE: This file contains publicly available documents for a GM recall involving seat belt retractors. The documents contain specific models and diagnostic details for dealers, which CPSTs can also use to help families with these models.

Manufacturer Name : General Motors LLC

Submission Date : SEP 26, 2018

NHTSA Recall No. : 18V-673

Manufacturer Recall No. : 18315



Manufacturer Information :

Manufacturer Name : General Motors LLC

Address : 29427 Louis Chevrolet Road
MAIL CODE 480-210-2V WARREN MI
48093

Company phone : 5961733

Population :

Number of potentially involved : 15,800

Estimated percentage with defect : 30 %

Vehicle Information :

Vehicle 1 : 2018-2019 GMC Yukon XL

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recalled population includes vehicles with rear retractor sensor covers (third-row center position) manufactured by the supplier in May 2018. This was determined through supplier part serial number trace data and plant manufacturing records. 4993 vehicles are affected.

Production Dates : JUN 01, 2018 - AUG 29, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2018-2019 Cadillac CT6

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recalled population includes vehicles with rear retractor sensor covers (second-row center position) manufactured by the supplier in May 2018. This was determined through supplier part serial number trace data and plant manufacturing records. 1047 vehicles are affected.

Production Dates : JUN 08, 2018 - SEP 20, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2018-2019 Cadillac Escalade ESV

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recalled population includes vehicles with rear retractor sensor covers (third-row center position) manufactured by the supplier in May 2018. This was

determined through supplier part serial number trace data and plant manufacturing records. 1191 vehicles are affected.

Production Dates : JUN 01, 2018 - SEP 20, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2018-2019 Chevrolet Suburban

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recalled population includes vehicles with rear retractor sensor covers (third-row center position) manufactured by the supplier in May 2018. This was determined through supplier part serial number trace data and plant manufacturing records. 6112 vehicles are affected.

Production Dates : JUN 01, 2018 - SEP 05, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 5 : 2018-2019 Chevrolet Volt

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recalled population includes vehicles with rear retractor sensor covers (second-row outboard positions) manufactured by the supplier in May 2018. This was determined through supplier part serial number trace data and plant manufacturing records. 2457 vehicles are affected.

Production Dates : JUN 07, 2018 - SEP 20, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : General Motors has decided that certain 2018 -2019 Cadillac CT6 and Escalade ESV vehicles; Chevrolet Suburban and Volt vehicles; and GMC Yukon XL vehicles may fail to conform to S7.1.1.5(a) of Federal Motor Vehicle Safety Standard (FMVSS) No. 208, "Occupant crash protection." In these vehicles, a child seat can be installed in the rear seats using either the LATCH anchorage system or the vehicle's seatbelts. To permit the installation of a child seat using a seatbelt, the vehicle's rear-seatbelt retractor assemblies are equipped with automatic-locking retractors, or ALRs, that are designed to lock the seatbelt when it is fully pulled out of the retractor. In some of these vehicles, an ALR may not lock the seatbelt when it is fully pulled out of the retractor.

FMVSS 1 : 208 - Occupant crash protection

FMVSS 2 : NR

Description of the Safety Risk : An unlocked seatbelt, if used to secure a child seat, will fail to properly secure a child seat, increasing the risk of injury to a child-seat occupant in a crash.

	This condition is detectable during child-seat installation and does not impact the seatbelt's emergency-locking mechanisms, which automatically lock the seatbelt during crash events.
Description of the Cause :	The manufacturer of the retractor-sensor cover produced dimensionally out-of-tolerance parts that prevent the ALR from locking the seatbelt when it is fully pulled out of the retractor.
Identification of Any Warning that can Occur :	An owner attempting to install a child seat using the rear seatbelt will notice that the seatbelt fails to lock when the seatbelt is fully pulled out of the retractor and therefore does not allow the child seat to be properly installed.

Supplier Identification :

Component Manufacturer

Name : ZF TRW
 Address : 12025 Tech Center Drive
 Livonia MICHIGAN 48150
 Country : United States

Chronology :

On July 13, 2018, a vehicle inspection at GM's Detroit-Hamtramck assembly plant identified a rear-center seat ALR that failed to lock the seatbelt in a 2018 model year Cadillac CT6 vehicle. On July 15, 2018, a plant quality manager reported the issue through GM's Speak Up For Safety program. On July 19, 2018, ZF informed GM that it identified a specific mold cavity in its tier two supplier's manufacturing process that may have been producing retractor-sensor covers with incorrect dimensions that could interfere with the ALR.

GM opened a formal product investigation on July 23, 2018. GM inspected approximately 633 rear-seatbelt retractors in GM dealer-service part inventory, GM employee vehicles, and vehicles on yard-hold at GM's Detroit-Hamtramck and Arlington assembly plants. These retractors were built from December 2013 through July 2018. GM's inspections identified 93 retractors with nonfunctional ALRs built with a sensor cover manufactured in May 2018; and 91 contained a sensor cover that was molded by the supplier's suspect mold cavity.

Based on this data, on September 21, 2018, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a noncompliance recall on vehicles that were built with a retractor manufactured in May 2018.

Description of Remedy :

Description of Remedy Program : Dealers will inspect rear-seatbelt retractors to verify proper ALR function and replace the retractor if necessary. Pursuant to 49 C.F.R. § 573.13(d) (1), all covered vehicles are under warranty so reimbursement is not offered.

How Remedy Component Differs from Recalled Component : Replacement retractors are assembled with sensor covers that were not produced in May 2018.

Recalled Component Name: RETRACTOR ASM-R/SEAT, RETRACTOR ASM-3RD ROW

Recalled Component Description: Rear Seatbelt Retractor

Recalled Component Part Number: 23114935, 84231973, 84231979-81, 84253876-81, 84286625-27, 84286629-31, 84463385-86, 84463389, 84468279-80, 84468282-83

Recalled Component Country of Origin: Mexico

Identify How/When Recall Condition was Corrected in Production : The retractor-sensor cover manufacturer has implemented tooling modifications and process changes designed to prevent and detect future nonconforming sensor covers.

Recall Schedule :

Description of Recall Schedule : GM will notify dealers on September 26, 2018. GM will provided planned owner notification dates when available.

Planned Dealer Notification Date : SEP 26, 2018 - SEP 26, 2018

Planned Owner Notification Date : NR - NR

* NR - Not Reported

F/CMVSS Noncompliance Recall

18315 Rear Seatbelt Automatic Locking Retractor (ALR) Function



Reference Number: N182180720

Release Date: September 2018

Revision: 00

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.

This bulletin contains an inspection procedure for vehicles in dealer inventory. Vehicles that pass this inspection procedure can be delivered to a customer. Vehicles that do not pass this inspection procedure are on stop delivery effective September 26, 2018, and will remain on stop delivery until this bulletin is updated with the remedy and the final recall repair is performed on the vehicle. Dealers are to hold failed inspection warranty claims until the bulletin is updated with the remedy and the revised service parts are available.

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	CT6	2018	2019		
	Escalade ESV				
Chevrolet	Suburban				
	Volt				
GMC	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 certain 2018 - 2019 Cadillac CT6 and Escalade ESV vehicles; Chevrolet Suburban and Volt vehicles; and GMC Yukon XL vehicles may fail to conform to S7.1.1.5(a) of Federal/Canada Motor Vehicle Safety Standard No. 208, "Occupant crash protection" and S7.1.1.5(a) of Technical Standards Document (TSD) No. 208 of Canada Motor Vehicle Safety Standard (CMVSS) No. 208, "Occupant Protection in Frontal Impacts". In these vehicles, a child seat can be installed in the rear seats using either the LATCH anchorage system or the vehicle's seatbelts. To permit the installation of a child seat using a seatbelt, the vehicle's rear-seatbelt retractor assemblies are equipped with automatic-locking retractors, or ALRs, that are designed to lock the seatbelt when it is fully pulled out of the retractor. In some of these vehicles, an ALR may not lock the seatbelt when it is fully pulled out of the retractor. An unlocked seatbelt, if used to secure a child seat, will fail to properly secure a child seat, increasing the risk of injury to a child-seat occupant in a crash. This condition is detectable during child-seat installation and does not impact the seatbelt's emergency-locking mechanisms, which automatically lock the seatbelt during crash events.
Correction	Dealers will inspect rear-seatbelt retractors to verify proper ALR function and replace the retractor if necessary.

Parts

It is estimated that 70% of the involved vehicles will pass the inspection and not require part replacement. For those vehicles that do not pass the inspection, the bulletin will be updated when the remedy and required parts become available, at which time these vehicles can be repaired.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104115*	Inspect Only – No Further Action Required	0.2	ZFAT	N/A

* Only use for vehicles that pass inspection. Hold failed inspection warranty claims until bulletin is updated with the remedy and the revised service parts are available.

F/CMVSS Noncompliance Recall

18315 Rear Seatbelt Automatic Locking Retractor (ALR) Function



Service Procedure – Escalade ESV, Suburban and Yukon XL

Inspection Video



SUVSEATBELT.mp4

5149733

Review the inspection video before beginning the service procedure.



5149693

1. Remove the middle third row seatbelt buckle from the headliner seatbelt bezel.



5149695

2. Pull the seatbelt out of the retractor and install the small latch plate into the detachable anchor (1). Install the large latch plate into the buckle as if buckled over an occupant (2).

F/CMVSS Noncompliance Recall

18315 Rear Seatbelt Automatic Locking Retractor (ALR) Function



5149696

3. Pull the complete length of the seatbelt out until it reaches a hard stop.

Important: When performing the following steps, do not allow more than the specified length to retract, this will ensure the manufacturer-built threshold to lock isn't passed.



5149697

4. Allow approximately 12 inches (30 cm) of the belt to slowly retract back into the retractor (you will hear a ratcheting sound).
5. Firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
6. Allow another 12 inches (30 cm) to retract into the retractor, firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
7. Allow another 12 inches (30 cm) to retract into the retractor, firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
8. Disconnect the large latch plate from the buckle and allow the seatbelt to retract.
9. Reconnect the latch plate into the buckle.
10. Repeat steps 3-9 six times.
 - **If the seatbelt retractor locks without releasing six times in succession, no further action is required,** the belt system is performing as designed.
 - **If the seatbelt fails to lock at any time during the six cycles, the seatbelt retractor assembly requires replacement.** Revised service parts are currently NOT available. This bulletin will be updated once revised service parts are available. Other vehicle seating positions and/or the vehicle's LATCH anchorage system may be appropriate for use with a customer's child seat until the final recall remedy is performed. If a customer has questions regarding whether another seating position or the vehicle's LATCH anchorage system is appropriate

F/CMVSS Noncompliance Recall

18315 Rear Seatbelt Automatic Locking Retractor (ALR) Function



for use with the customer's child seat, please refer the customer to the instructions provided in vehicle's owner's manual and the child-seat owner's manual.



5149700

11. Disconnect both latch plates and reinstall the seatbelt buckle into the bezel (1) and ensure it is secured in the anti-rattle receiver (2).

Service Procedure – CT6

Inspection Video



CT6SEATBELT.mp4

5149735

Review the inspection video before performing the service procedure.



5149702

1. Locate the middle rear seatbelt.
2. Pull the seatbelt out of the retractor and insert the latch plate into the buckle.

F/CMVSS Noncompliance Recall

18315 Rear Seatbelt Automatic Locking Retractor (ALR) Function



5149703

3. Pull the complete length of the seatbelt out until it reaches a hard stop.



5149704

Important: When performing the following steps, do not allow more than the specified length to retract, this will ensure the manufacturer-built threshold to lock isn't passed.

4. Allow approximately 12 inches (30 cm) of the belt to slowly retract back into the retractor (you will hear a ratcheting sound).
5. Firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
6. Allow another 12 inches (30 cm) to retract into the retractor, firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
7. Allow another 12 inches (30 cm) to retract into the retractor, firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
8. Disconnect the latch plate and allow the seatbelt to fully retract.
9. Repeat steps 2-8 six times.
 - **If the seatbelt retractor locks without releasing six times in succession, no further action is required,** the belt system is performing as designed.
 - **If the seatbelt fails to lock at any time during the six cycles, the seatbelt retractor assembly requires replacement.** Revised service parts are currently NOT available. This bulletin will be updated once revised service parts are available. Other vehicle seating positions and/or the vehicle's LATCH anchorage system may be appropriate for use with a customer's child seat until the final recall remedy is performed. If a customer has questions regarding whether another seating position or the vehicle's LATCH anchorage system is appropriate for use with the customer's child seat, please refer the customer to the instructions provided in vehicle's owner's manual and the child-seat owner's manual.

F/CMVSS Noncompliance Recall

18315 Rear Seatbelt Automatic Locking Retractor (ALR) Function



Service Procedure – Volt

Inspection video



VOLTBELT.mp4 5149736

Review the inspection video before performing the service procedure.



5149706

1. Locate the driver side rear seatbelt.



5149707

2. Pull the seatbelt out of the retractor and insert the latch plate into the buckle.

F/CMVSS Noncompliance Recall

18315 Rear Seatbelt Automatic Locking Retractor (ALR) Function



5149708

3. Pull the complete length of the seatbelt out until it reaches a hard stop.

Important: When performing the following steps, do not allow more than the specified length to retract, this will ensure the manufacturer-built threshold to lock isn't passed.



5149709

4. Allow approximately 12 inches (30 cm) of the belt to slowly retract back into the retractor (you will hear a ratcheting sound).
5. Firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
6. Allow another 12 inches (30 cm) to retract into the retractor, firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
7. Allow another 12 inches (30 cm) to retract into the retractor, firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
8. Disconnect the latch plate from the buckle and allow the seatbelt to fully retract.
9. Repeat steps 2-8 six times.
10. Repeat steps two through nine on the passenger side rear seatbelt.
 - **If the seatbelt retractor locks without releasing six times in succession, no further action is required,** the belt system is performing as designed.
 - **If the seatbelt fails to lock at any time during the six cycles, the seatbelt retractor assembly requires replacement.** Revised service parts are currently NOT available. This bulletin will be updated once revised service parts are available. Other vehicle seating positions and/or the vehicle's LATCH anchorage system may be appropriate for use with a customer's child seat until the final recall remedy is performed. If a customer has questions regarding whether another seating position or the vehicle's LATCH anchorage system is appropriate

F/CMVSS Noncompliance Recall

18315 Rear Seatbelt Automatic Locking Retractor (ALR) Function



for use with the customer's child seat, please refer the customer to the instructions provided in vehicle's owner's manual and the child-seat owner's manual.

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. 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

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.



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Voluntary Technician
Certification**

Frequently Asked Questions (FAQs) for Noncompliance Recall 18315

Rear Seatbelt Automatic Locking Retractor (ALR) Function

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the noncompliance recall identified above.

Q1) Which vehicles are involved?

A1) Certain 2018-2019 model year Cadillac CT6 and Escalade ESV vehicles; Chevrolet Suburban and Volt vehicles; and GMC Yukon XL vehicles may fail to conform to S7.1.1.5(a) of Federal Motor Vehicle Safety Standard (FMVSS) No. 208, "Occupant crash protection."

Q2) What is the issue or condition?

A2) In these vehicles, a child seat can be installed in the rear seats using either the LATCH anchorage system or the vehicle's seatbelts. To permit the installation of a child seat using a seatbelt, the vehicle's rear-seatbelt retractor assemblies are equipped with automatic-locking retractors, or ALRs, that are designed to lock the seatbelt when it is fully pulled out of the retractor. In some of these vehicles, an ALR may not lock the seatbelt when it is fully pulled out of the retractor.

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

A3) An owner attempting to install a child seat using the rear seatbelt will notice that the seatbelt fails to lock when the seatbelt is fully pulled out of the retractor and therefore does not allow the child seat to be properly installed.

Q4) What is the remedy/repair?

A4) Dealers will inspect rear-seatbelt retractors to verify proper ALR function and replace the retractor if necessary.

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

A5) An unlocked seatbelt, if used to secure a child seat, will fail to properly secure a child seat, increasing the risk of injury to a child-seat occupant in a crash. This condition is detectable during child-seat installation and does not impact the seatbelt's emergency-locking mechanisms, which automatically lock the seatbelt during crash events.

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) An inspection is provided in the bulletin for the interim; the repair is not available at this time for those vehicles that fail inspection.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) Customers should be advised that they will be notified when parts are available to repair their vehicle, but in the interim, instruct the customer to use an alternate seating position for child seat utilization.

Frequently Asked Questions (FAQs) for Noncompliance Recall 18315

Rear Seatbelt Automatic Locking Retractor (ALR) Function

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 my.gm.com/recalls or via NHTSA's website at 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 with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.