



Recall Bulletin

File In Section: Product Recalls
Bulletin No.: 10312A
Date: November 2010



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Front Safety Belt Anchor Pretensioner Installation

MODELS: 2009-2010 Chevrolet Impala

This bulletin is being revised to include a copy of the customer letter. Please discard all copies of bulletin 10312, issued October 2010.

CONDITION

General Motors has decided that certain 2009 and 2010 model year Chevrolet Impala vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 210, Seat Belt Assembly Anchorages. The front safety belt webbing may not have been properly secured to the lap belt anchor pretensioner mounted to the side of the seat nearest the door. As a result, the safety belt may not restrain the occupant as intended during a crash, which could result in injury to the occupant.

CORRECTION

Dealers are to inspect both front safety belts for proper installation of anchors to pretensioners and, if necessary, reinstall the anchors.

VEHICLES INVOLVED

Involved are **certain** 2009-2010 model year Chevrolet Impala vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2009	Chevrolet	Impala	91100001	91327408
2010	Chevrolet	Impala	A1100001	A1225152

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system. Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared

and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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.

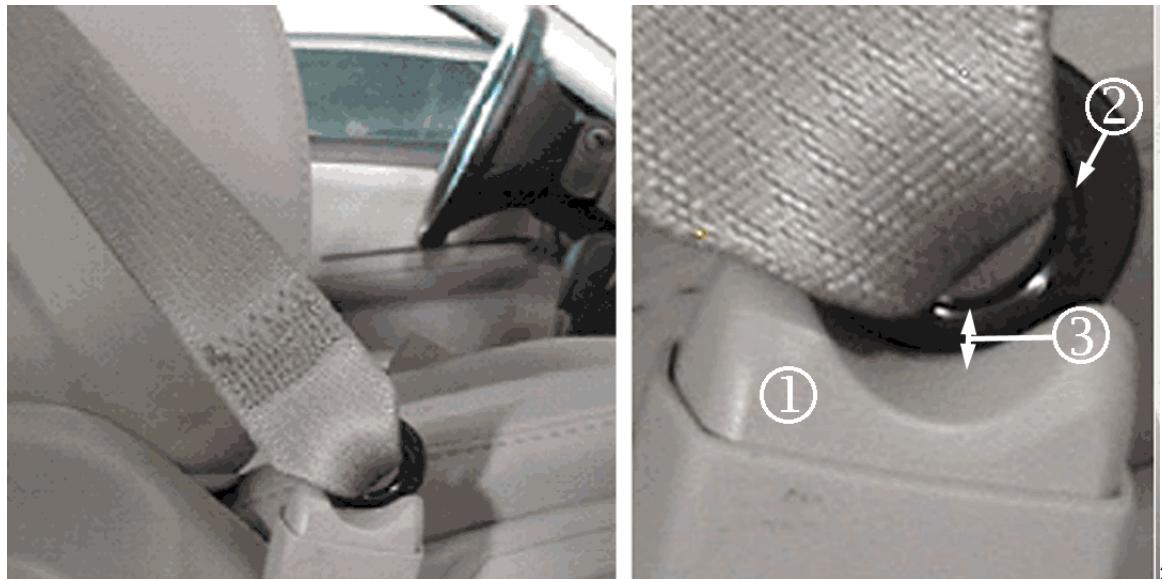
PART INFORMATION

No parts are required for this recall.

SERVICE PROCEDURE

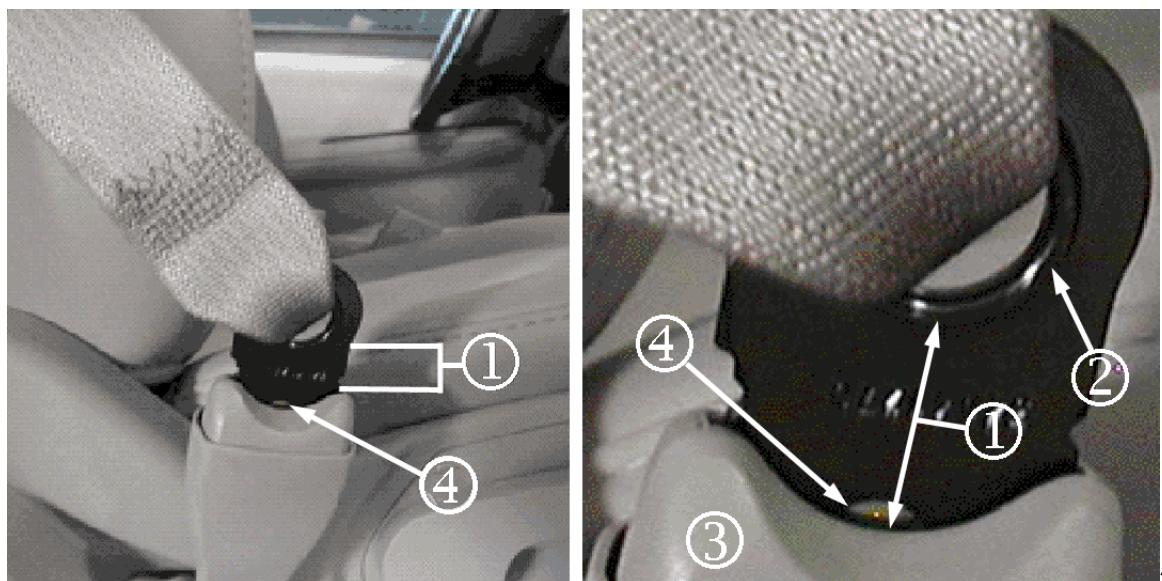
Note: Perform the inspection on the front driver and passenger seat belts and anchor pretensioners. Adjust the front seats to the full-forward position to view the seat belts and anchor pretensioners.

Seat Belt and Anchor Pretensioner Correctly Installed

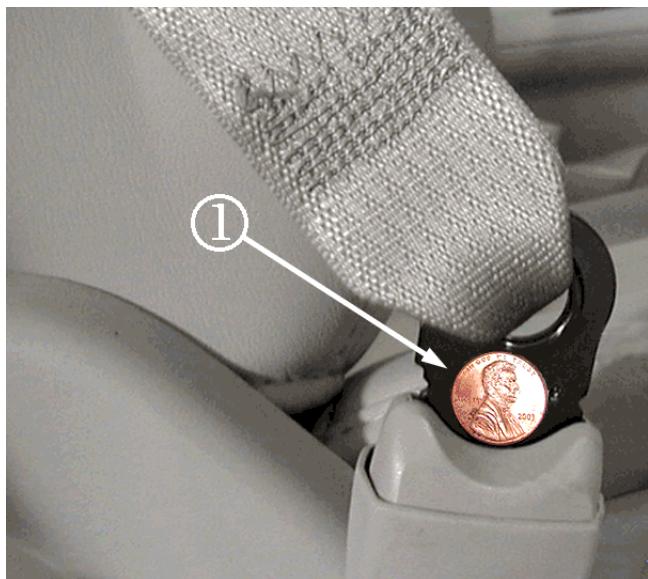


There is a small gap (3) between the anchor linkage plate ring (2) and plastic cover (1). You should only see the anchor linkage plate ring and a small portion of black metal between the bottom of the anchor linkage plate ring and plastic cover.

Seat Belt and Anchor Pretensioner Incorrectly Installed



There is a large gap (1) between the anchor linkage plate ring and plastic cover. A portion of the anchor plate hole (4) may be visible. There will be approximately 19 mm ($\frac{3}{4}$ in) of black metal visible between the bottom of the anchor linkage plate ring (2) and plastic cover (3).

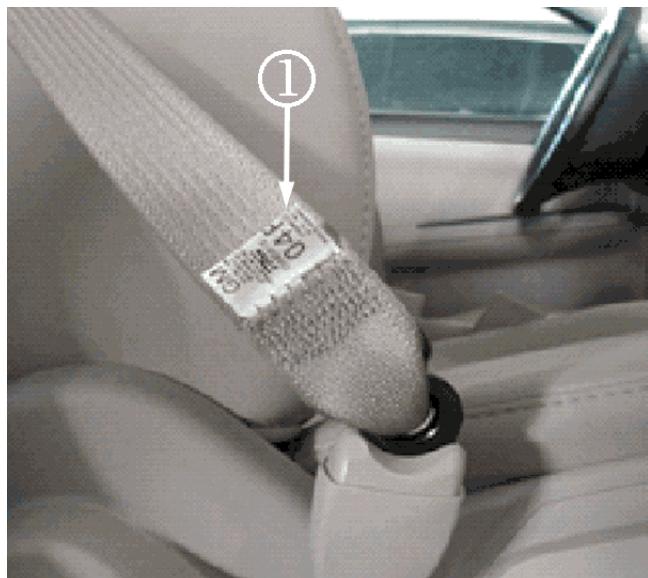


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If you can stick a penny (1) between the anchor linkage ring and plastic cover, the seat belt and anchor pretensioner are incorrectly installed.

Seat Belt and Anchor Pretensioner Incorrectly Installed

Label Facing Door

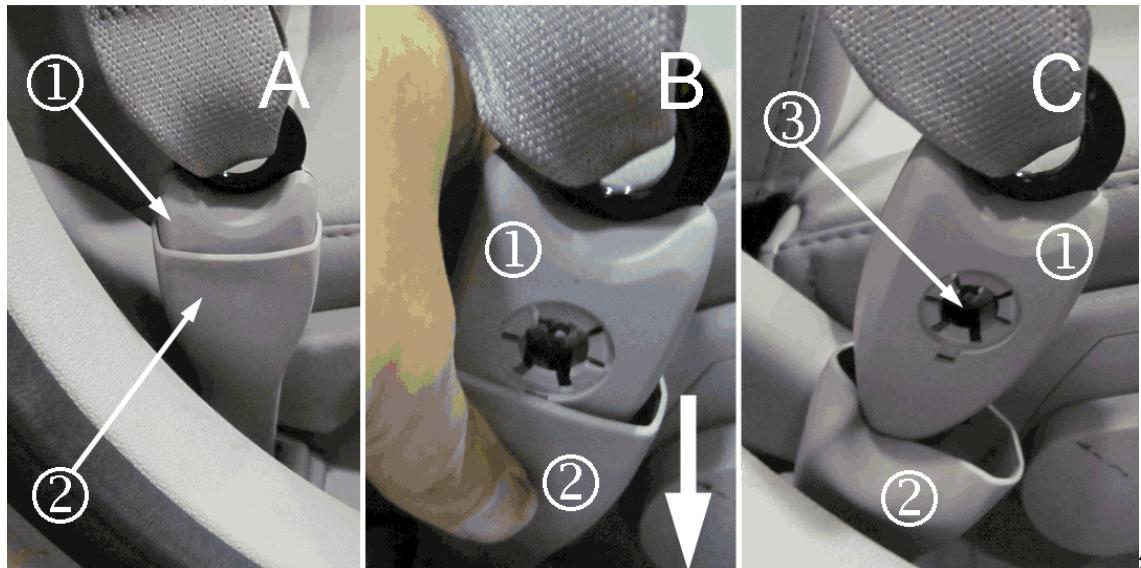


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If the seat belt label (1) is facing the front door of the vehicle, the seat belt and anchor pretensioner are incorrectly installed. The seat belt label must face the seat back.

Note: Perform the inspection on the front driver and passenger seat belts and anchor pretensioners. Adjust the front seats to the full-forward position to view the seat belts and anchor pretensioners.

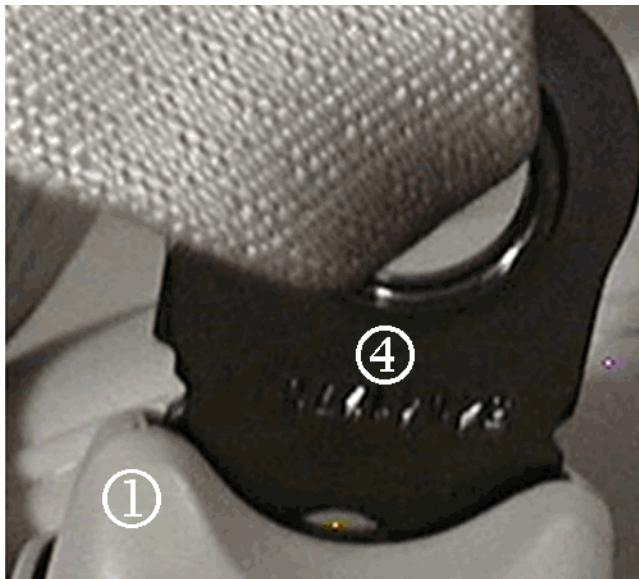
1. Determine if the seat belt and anchor pretensioner are correctly installed.
 - If the seat belt and anchor pretensioner are correctly installed, no further action is required.
 - If the seat belt and anchor pretensioner are NOT correctly installed, proceed to Step 2.



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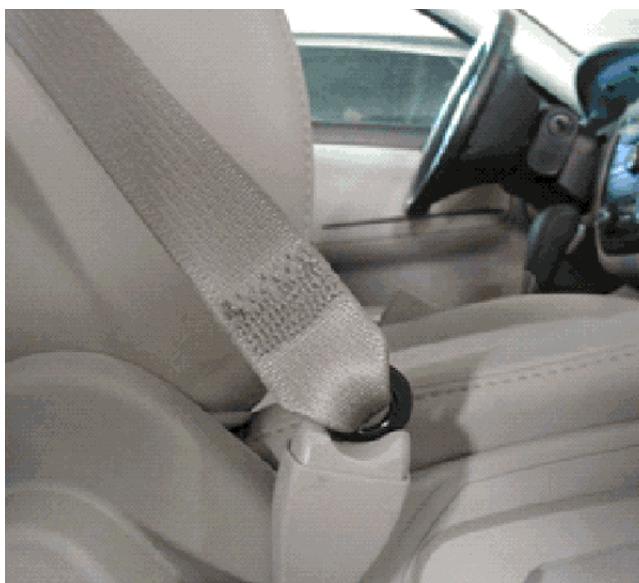
(A) Anchor Linkage Cover (1) and Cover Sleeve (2) (B) Sleeve Pulled Down Below Anchor Linkage Cover (C) Location of Anchor Linkage Cover Screw (3). Illustration shown with the Seat Belt and Anchor Pretensioner Correctly Installed.

2. Pull the sleeve (2) down below the anchor linkage cover (1).
3. Remove the anchor linkage cover screw (3) by loosening the screw. Push the screw through the hole using the small access hole on the opposite side of the anchor linkage cover (1).



4. Determine the condition of the anchor linkage plate and seat belt.

- If the anchor linkage plate (4) is not fully installed and the seat belt is also twisted, remove it from the anchor linkage cover (1) and rotate the anchor linkage plate (4) so that the seat belt has no twists and the label faces the seat back. Reinstall the anchor linkage plate (4) into the anchor linkage cover (1). Ensure the anchor linkage plate (4) is fully seated. Insert linkage cover screw and tighten to 8 N·m (71 lb in).
- If the anchor linkage plate (4) and seat belt are correctly oriented but the anchor linkage plate (4) is NOT fully installed, push the anchor linkage plate (4) down until it is fully seated. Insert the linkage cover screw (3) and tighten it to 8 N·m (71 lb in).
- If the anchor linkage plate (4) was fully installed but the label is facing the door, remove the anchor linkage plate (4) from the anchor linkage cover (1) and rotate the anchor linkage plate (4) so that the seat belt has no twists and the label faces the seat back. Reinstall the anchor linkage plate (4) into the anchor linkage cover (1). Ensure the anchor linkage plate (4) is fully seated. Insert the linkage cover screw and tighten to 8 N·m (71 lb in).



5. Push the sleeve up over the anchor linkage cover as shown in illustration.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2334	Inspect Front Driver & Passenger Seat Belt & Anchor Pretensioner – No Further Action Required	0.2
V2335	Inspect Front Driver & Passenger Seat Belt & Anchor Pretensioner – Reinstall	0.3

CUSTOMER NOTIFICATION

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

DEALER RECALL RESPONSIBILITY – US States, Territories, and Possessions

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.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

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 recall enters your vehicle inventory, or is in your facility 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.

Dear General Motors Customer:

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

General Motors has decided that certain 2009 and 2010 model year Chevrolet Impala vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 210, Seat Belt Assembly Anchorages. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in recall 10312.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The front safety belt webbing may not have been properly secured to the lap belt anchor pretensioner mounted to the side of the seat nearest the door. As a result, the safety belt may not restrain the occupant as intended during a crash, which could result in injury to the occupant.

What will we do?

Your GM dealer will inspect both front safety belts for proper installation of the anchors to the pretensioners and, if necessary, reinstall the anchors. 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, if necessary, service correction time of approximately 30 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

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. More information about your vehicle can be found at the Owner Center at www.gmownercenter.com.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8450	
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>.

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

Jim Moloney
General Director,
Customer and Relationship Services

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