

## Frequently Asked Questions (FAQs) for Safety Recall N182204040 Seat Belt Buckle Rivet

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) Certain 2019 Cadillac XTS vehicles.

**Q2) What is the issue or condition?**

A2) The front seat belt buckles may be missing a rivet that secures the buckle head to the cable mounting strap.

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

A3) If this condition is present, the seat belt buckle can be pulled apart if the latch plate is inserted into the buckle and the occupant pulls up on the latch plate or belt webbing with sufficient force.

**Q4) What is the remedy/repair?**

A4) Dealers will inspect the driver and front passenger seat buckle assemblies and will replace the assembly if the rivet is not included.

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

A5) If the securing rivet is missing, the buckle may separate from the cable mounting strap when force is exerted on the seat belt. A buckle separation during a crash could increase 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) 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) 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 with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.