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*By Recall Management Division at 6:55 am, Jul 23, 2014*

July 22, 2014

Ms. Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Recall Management Division (NVS-215)  
1200 New Jersey Avenue, SE – Room W45-306  
Washington, DC 20590

Dear Ms. Lewis:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall involving 2011-2012 model year (MY) Buick Regal and LaCrosse, 2010-2012 MY Cadillac SRX, 2011-2012 MY Chevrolet Camaro, and 2010-2012 MY Chevrolet Equinox and GMC Terrain vehicles.

573.6(c)(1): Buick, Cadillac, Chevrolet and GMC Brands of General Motors Company.

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2011-2012 MY Buick Regal and LaCrosse, 2010-2012 MY Cadillac SRX, 2011-2012 MY Chevrolet Camaro, and 2010-2012 MY Chevrolet Equinox and GMC Terrain vehicles equipped with power height adjustable driver and passenger front seats. Some of these vehicles may have a condition where the bolt that secures the power front seat height adjuster can become loose or fall out. If the bolt falls out, the seat will drop suddenly to the lowest vertical position. The sudden seat movement may affect a driver's ability to safely operate a vehicle or increase the risk of injury to the seat occupant in a vehicle crash.

573.6(c)(6): On April 3, 2013 GM Engineering identified a noise complaint on a Buick Regal pre-production durability test vehicle at the GM Milford Proving Grounds. There was no loss of seat function and a Problem Resolution Tracking System (PRTS) case was opened and classified as a customer annoyance. The root cause of the noise issue was found to be a clamp condition on the height adjuster spindle bolt and seat cushion frame caused by poor extrusion on the height adjuster spindle bracket. The spindle bolt had become loose but did not fall out. GM Supplier Quality was engaged to address the extrusion component quality with the seat frame supplier Faurecia.

On July 10, 2013, GM Customer Assistance Center was notified of a June 28, 2013 field claim involving a 2011 Chevrolet Camaro. The customer alleged the power driver seat moved while driving, causing a rear end collision with another vehicle. GM conducted an



inspection of the vehicle on July 22, 2013 and determined that the bolt on the height adjuster spindle bracket, the component of the seat height adjuster motor that raises and lowers the seat, fell out.

On September 5, 2013, Faurecia, the seat frame supplier, provided design and manufacturing specifications to GM in response to a request for information regarding the Camaro claim. The vehicle build date of the field claim was determined to be March 2, 2011. Warranty data was provided on the Camaro that indicated 27 cases of loose or missing height adjuster bolts had been recorded to date. Detailed verbatim statements of the warranty claims were not provided. There were no other claims identified involving crashes or injuries and no effect on vehicle safety was determined.

Additional review of the field performance information by Engineering Analysis led to bringing this matter to the attention of Product Investigations on May 2, 2014 and on May 5, 2014 an investigator was assigned. During the investigation, a review of warranty data for height adjuster spindle bolt repairs identified an elevated rate of claims for vehicles built beginning in July of 2010 through July of 2011. It was discovered that a component supplier source change occurred in October 2010, and the tool move to the new supplier was completed in January 2011. Parts were banked prior to the move, and were depleted in production in July of 2011. It was also learned that a tool refurbishment took place in January 2011.

During the Camaro claim investigation it was concluded that poor extrusion on the height adjuster spindle bracket was the cause of loss of the bolt in the Camaro and vehicles built in the same time frame. A review of warranty data also indicated that warranty rates for vehicles built after July 2011 were not elevated.

The issue was presented to Open Issue Review (OIR) on July 14, 2014 and on July 15, 2014 the Safety Field Action Decision Authority (SFADA) made the decision to conduct a Safety Recall.

573.6(c)(8): Dealers are to replace the height adjuster shoulder bolt.

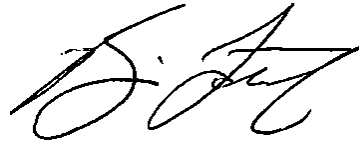
General Motors will provide the dealer bulletin and owner letter mail dates when available.

Pursuant to 577.11, GM will provide reimbursement to owners for previous repairs according to the plan submitted on May 23, 2013.

573.6(c)(10): General Motors will provide the dealer bulletin and owner letter under separate cover.

573.6(c)(11): General Motors' assigned recall number is 14271.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Latouf". The signature is fluid and cursive, with the first letter of the first name being a large, stylized "B".

Brian Latouf, Director  
Field Product Investigations & Evaluations

Attachment

573.6(c)(2)(3)(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR  
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Buick	G	2011	59,208	07/01/2010	06/09/2011	LaCrosse	*
Buick	G	2012	6,756	04/05/2011	08/01/2011	LaCrosse	*
Buick	G	2011	7,475	01/13/2011	08/01/2011	Regal	"
Buick	G	2012	94	05/31/2011	08/01/2011	Regal	"
Cadillac	N	2010	269	07/01/2010	07/16/2010	SRX	"
Cadillac	N	2011	53,905	07/01/2010	07/15/2011	SRX	"
Cadillac	N	2012	3,092	05/18/2011	08/01/2011	SRX	"
Chevrolet	F	2011	75,442	07/01/2010	07/19/2011	Camaro	"
Chevrolet	F	2012	3,942	05/17/2011	08/01/2011	Camaro	"
Chevrolet	L	2010	4,188	07/01/2010	07/31/2010	Equinox	"
Chevrolet	L	2011	131,325	08/02/2010	07/17/2011	Equinox	"
Chevrolet	L	2012	5,967	04/26/2011	08/01/2011	Equinox	"
GMC	L	2010	2,017	07/01/2010	07/31/2010	Terrain	"
GMC	L	2011	58,136	07/28/2010	06/30/2011	Terrain	"
GMC	L	2012	2,517	04/26/2011	08/01/2011	Terrain	"
GM Total:			414,333				

\* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): Faurecia North America  
2800 High Meadow Circle  
Auburn Hills, MI 48326  
(248) 724-5100

The parts are manufactured in Canada and Mexico.