

GM CUSTOMER CARE AND AFTERSALES
DCS3275
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 29, 2014

Subject: 14340B – Safety Recall
Incomplete Weld on the Seat Hook Bracket Assembly
Revised Service Procedure and Clarification for Encore and Trax

Models: 2013-2014 Buick Encore - *Only Inspect Power Seat(s) on this Model (*)*
2013-2014 Cadillac ATS
2014 Cadillac CTS Sedan (VIN A)
2014 Cadillac ELR
2013-2014 Chevrolet Trax- *Only Inspect Power Seat(s) on this Model (*)*
2014 Chevrolet SS
2014 Chevrolet Caprice PPV
2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500
2015 Chevrolet Silverado 2500/3500 HD
2015 GMC Sierra 2500/3500 HD

To: All Buick, Cadillac, Chevrolet, and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager, and Warranty
Administrator

*The service procedure in the attached bulletin has been revised to specify that only power seat assemblies on the 2013-2014 Buick Encore and 2013-2014 Chevrolet Trax require inspection. For these two models, only power seats require inspection because these manual seats contain seat frames that are produced by a different supplier and do not contain the seat hook welds described in this document. In some cases, these two models may be equipped with one power seat and one manual seat so the recall still applies because the power seat still requires inspection. It has also been updated to clarify what an obvious skip or gap in the weld is. Please discard all copies of bulletin 14340A.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES