

GM CUSTOMER CARE AND AFTERSALES  
DCS3312  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 19, 2014

Subject: Upcoming Safety Recall 14271  
Power Seat Height Adjuster Bolt

Models: 2010-2012 Cadillac SRX, Chevrolet Equinox, and GMC Terrain, and  
2011-2012 Buick LaCrosse, Regal and Chevrolet Camaro Equipped with  
Driver Power Seat Height Adjuster

To: All GM Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, Used Vehicle Sales Manager,

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that 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. The GM recall number is 14271.

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.

Parts are not currently available, but when parts are available, dealers are to replace the height adjuster shoulder bolt. Until the recall repair has been performed on the vehicle, customers should not adjust the seat height.

An advisory letter will be sent to customers the first week of September. A copy of the letter is attached to this message.

The Required Field Actions section in IVH has been updated with the involved VINs to assist dealers with determining which vehicles are involved. Until the recall bulletin is released, dealers should not attempt to perform any repairs.

This is a courtesy notification to dealers. Dealers will be advised when the recall bulletin is scheduled for release.

END OF MESSAGE  
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