



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Incomplete Weld on the Seat Hook Bracket Assembly

MODELS: 2013-2014 Buick Encore (*)
2013-2014 Cadillac ATS
2014 Cadillac CTS Sedan (VIN A)
2014 Cadillac ELR
2013-2014 Chevrolet Trax (*)
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

The service procedure in this bulletin has been revised to include photos that show a comparison of a complete weld and an incomplete weld, an example of the letter that is used to notify customers of this recall, and to move part of step 3 into an additional step. Please discard all copies of bulletin 14340B.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in the vehicles in the above model list. Certain vehicles may have been built with an incomplete weld on the seat hook bracket assembly, for either front seat. If the weld is incomplete and the assembly is exposed to a high load condition the hook may separate from the seat track, increasing the risk of occupant injury in a crash.

CORRECTION

Dealers will inspect the weld on the seat hook bracket and, if necessary, replace the lower seat track.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

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, or sent directly to export dealers. 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

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A) by ordering the replacement part number listed in the parts catalog for the VIN being serviced. Please refer to your “involved vehicles listing” before ordering parts. Parts should be ordered on a CSO = Customer Special Order.

Important: It is estimated that less than 1% of involved vehicles will require Seat Cushion Frame replacement. Due to this and limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when it is necessary to replace the Seat Cushion Frame because of a failed inspection.

SERVICE PROCEDURE

Seat Frame Mounting Hook Weld Inspection Procedure:

***Important:** Both rails on both front seats must be inspected **unless** working on a 2013-2014 Buick Encore or 2013-2014 Chevrolet Trax equipped with a *manual* seat. 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.



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Important: Use the following steps to inspect the left and right front seat front mounting hook welds located in the area shown above (*).

Important: In some cases, it may also be necessary to follow SI procedures to remove some of the seat cushion trim and/or seat track trim for a better view of the weld area shown above. A full size pick up truck is shown in the photos for this procedure. Other models may appear slightly different and contain additional trim.

1. Move both front seats to the rear most position (*).
2. Clean any grease from the inspection area using a shop rag.

Note: On vehicles equipped with power seats, the inspection area is under the threaded rods on the seat track.



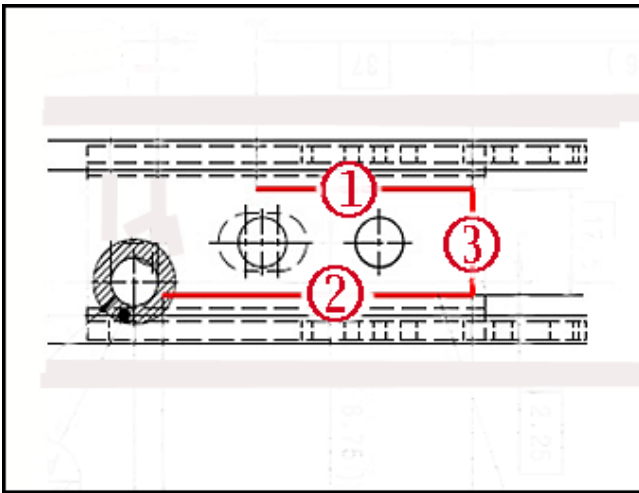
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Note: The passenger seat has black plastic collars around the threaded seat adjuster rods. Use a screwdriver to push the collars rearward on the rod to allow the weld inspection. The collars will reposition themselves into the correct location when the power seat is cycled to the full forward position.

Important: In some cases, it can be difficult to see the weld if insufficient lighting is used and/or if there is still grease on the weld area. If it is hard to see the weld, try to use a different/brighter type of light and ensure that the area is clean.

3. Illuminate the inspection area with a flashlight. Using a ruler, measure the length of the weld penetrations on the seat track as shown below.

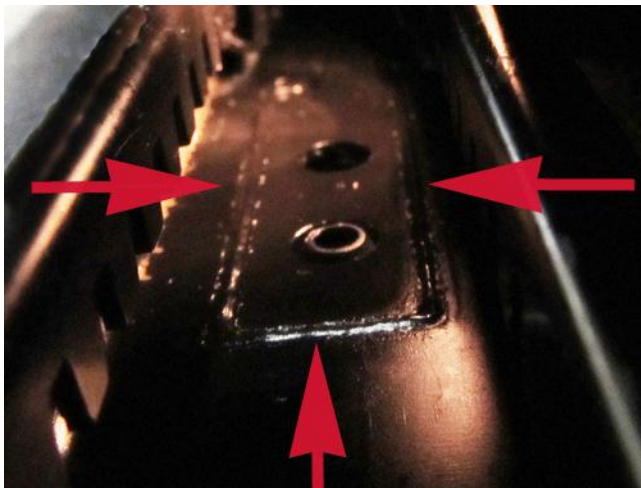
- Ensure the short weld length is a minimum of 35 mm (1.38") in length (1).
- Ensure the long weld length is a minimum of 51 mm (2.0") in length (2).
- Ensure the cross car weld connects to both of the parallel welds (3).
- Repeat this inspection on all four front seat tracks (*).



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4. Illuminate the inspection area with a flashlight and inspect the weld to ensure that the weld penetration is complete from end to end. If the weld has an inconsistent appearance and/or texture but is the proper length and is complete from end to end, it is an acceptable weld. If the weld is not the proper length and/or is not complete from end to end, it is an unacceptable weld.

Example of Complete Weld:

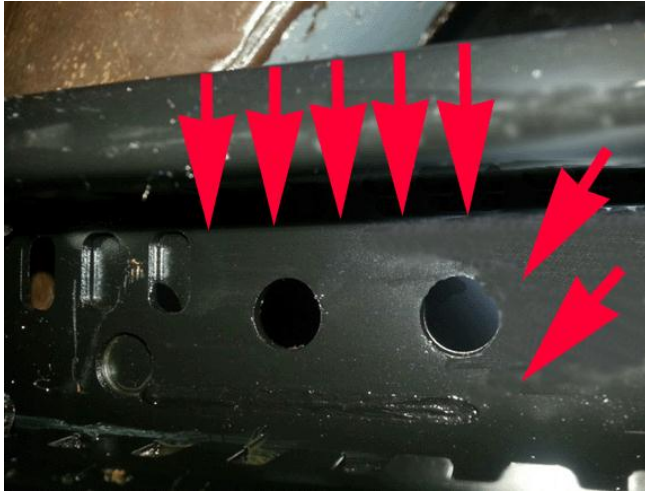


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Important: The actual seat hook weld is on the underside of the rail but the weld penetration is visible from the top, which is what is inspected during this procedure. For

reference, a complete weld should have a continuous U shape with one side longer than the other as shown above (the red arrows in the photo above show the continuous weld penetration on all three sides). The photo below shows an example of an incomplete weld that is not the proper length and does not have a continuous U shape (the red arrows point out the missing weld penetration).

Example of Incomplete Weld:



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5. If all of the welds pass the inspection above, no further action is required. If any of the welds **do not pass** the inspection above, proceed to the *Seat Cushion Frame Replacement* section below.

Seat Cushion Frame Replacement:

If the vehicle fails the seat frame mounting hook weld inspection above, it will be necessary to replace the related seat cushion frame by ordering the standard replacement part number listed in the parts catalog for the VIN being serviced. Refer to *Driver or Passenger Seat Cushion Frame Replacement* in SI for replacement procedure.

COURTESY TRANSPORTATION – For US and Canada

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. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100752**	Inspect Front Seat Mounting Hook Welds – Inspection Only - No Repair Necessary (<i>Base Inspection Time</i>)	0.3*
9100753**	Replace Driver or Passenger Seat Cushion Frame – <i>Silverado / Sierra / Caprice PPV</i>	1.4
	Replace Driver or Passenger Seat Cushion Frame – <i>ATS</i>	2.2
	Replace Driver or Passenger Seat Cushion Frame – <i>CTS Sedan (VIN A)</i>	2.3
	Replace Driver or Passenger Seat Cushion Frame – <i>Encore / Trax / Chevrolet SS</i>	1.1
	Replace Driver or Passenger Seat Cushion Frame – <i>ELR</i>	1.7
9100754**	Replace <i>Both</i> Seat Cushion Frames – <i>Silverado / Sierra / Caprice PPV</i>	2.6
	Replace <i>Both</i> Seat Cushion Frames – <i>ATS</i>	4.2
	Replace <i>Both</i> Seat Cushion Frames – <i>CTS Sedan (VIN A)</i>	4.4
	Replace <i>Both</i> Seat Cushion Frames – <i>Encore / Trax / Chevrolet SS</i>	2.0
	Replace <i>Both</i> Seat Cushion Frames – <i>ELR</i>	3.2

* *Both rails on both front seats must be inspected **unless** working on a 2013-2014 Buick Encore or 2013-2014 Chevrolet Trax equipped with a manual seat. 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.*

***All labor operation times above include time for base inspection. In situations where it is necessary to remove any additional seat cushion and/or seat frame trim for a better view of the welds, add an additional 0.1 hour per seat to the related labor operation time.*

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' 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.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership 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.





IMPORTANT SAFETY RECALL

August 2014

Dear General Motors Customer:

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

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2013-2014 model year (MY) Buick Encore and Cadillac ATS, 2014 MY Cadillac CTS, ELR, and Chevrolet Caprice and SS, and 2014-2015 MY Chevrolet Silverado and GMC Sierra vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your vehicle.
- Your vehicle is involved in GM safety recall 14340.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have been built with an incomplete weld on the seat hook bracket assembly for either front seat. If the weld is incomplete and the assembly is exposed to a high load condition the hook may separate from the seat track, increasing the risk of occupant injury in a crash.

What will we do?

Your GM dealer will inspect the weld on the seat hook bracket and, if necessary, replace the lower seat track. 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 time of approximately 20 minutes or inspection and service time of 1 hour and 10 minutes to 4 hours and 25 minutes.

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.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438

GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V446.

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

GM Recall #14340