



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Incomplete Weld on the Seat Hook Bracket Assembly

**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

The service procedure in this 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.

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

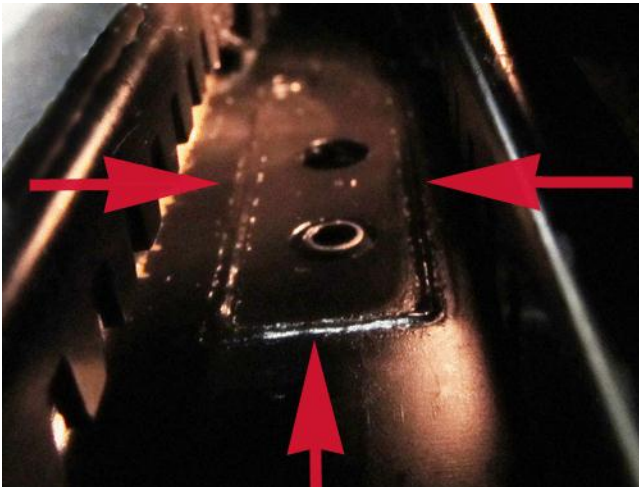
### Seat Frame Mounting Hook Weld Inspection Procedure:

**\*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 (\*).



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The weld should be a continuous U shape with one side longer than the other (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).

**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.

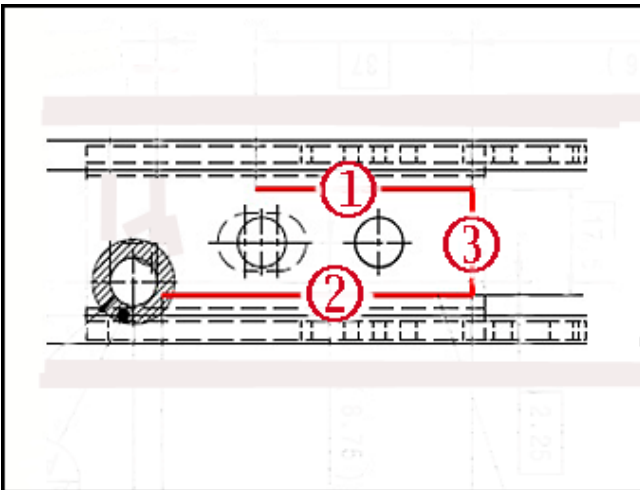
**Note:** On vehicles equipped with power seats, the inspection area is under the threaded rods on the seat track.



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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.



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3. Illuminate the inspection area with a flashlight. Inspect the weld and ensure there are no obvious skips or gaps. For example, if the weld has an inconsistent appearance and/or texture but it contains metal from one end to the other, it is not an obvious skip/gap. An example of an obvious skip/gap would be if metal was actually missing from part of the weld. Using a ruler, measure the length of the weld penetrations on the seat track.

- 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 (\*).

4. If all of the welds pass the inspection, the repair is complete. If any of the welds **do not meet the specification**, 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.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**