



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Power Seat Height Adjuster Bolt

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

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 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.

### CORRECTION

Dealers are to replace the height adjuster shoulder bolt.

### 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). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
23278155	Attachment Kit, F/Seat Vert Adj	1 or 2

### SERVICE PROCEDURE

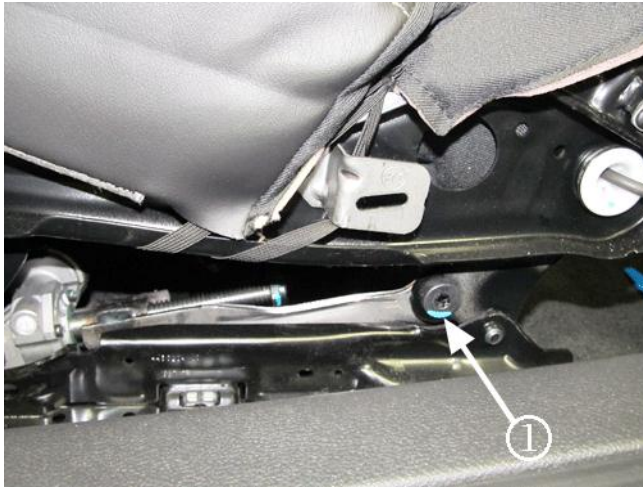
1. Adjust the driver front seat into the fully upward and forward position.



3969295

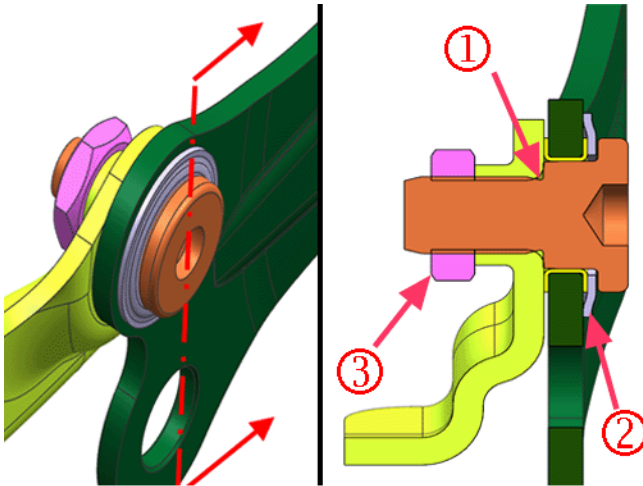
**Note:** It is NOT necessary to remove the adjuster and lever knobs, nor disconnect the electrical connector noted in the procedure below. The finish cover (1) can be detached and repositioned to gain access to the vertical adjuster actuator bolt

2. Remove the front seat outer adjuster finish cover (1) from the seat. Refer to *Driver or Passenger Seat Outer Adjuster Finish Cover Replacement (with Power Height Adjuster)* in SI.



3969296

3. Remove the seat vertical adjuster actuator bolt (1) and discard.



3969298

4. Install the new shoulder bolt (1) with integral washer (2), and the locknut (3) from the retainer kit.



3969299

- 4.1. From the outboard side, install the shoulder bolt w/integral fastener to the bracket and torque to 42 N-m (31 lb ft).
- 4.2. From the rear underside of the seat, thread the locknut onto the threads of the shoulder bolt and torque to 25 N-m (18 lb ft).



3969300

5. Reinstall the front seat outer adjuster finish cover. Refer to *Driver or Passenger Seat Outer Adjuster Finish Cover Replacement (with Power Height Adjuster)* in SI.
6. If the vehicle is equipped with a passenger seat power height adjuster, repeat steps 1 - 5 on the passenger side front seat.

#### CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by December 31, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer **MUST** provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by December 31, 2015.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

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.

**Note:** To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9100787	Driver Seat Height Adjuster Bolt Replacement	0.4	N/A
	Add: Passenger Seat Height Adjuster Bolt Replacement	0.3	
9100861	Customer Reimbursement Approved	0.2	*
9100862	Customer Reimbursement Denied - For US dealers only	0.1	N/A

Note: Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle.

\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

## 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. For owners outside these areas, dealers should notify customers using the attached sample letter.

## 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

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

December 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 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 equipped with power height adjustable driver and passenger front seats. 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 2011-2012 MY Buick Regal or LaCrosse, 2010-2012 MY Cadillac SRX, 2011-2012 MY Chevrolet Camaro, or 2010-2012 MY Chevrolet Equinox or GMC Terrain, **VIN**\_\_\_\_\_.
- Your vehicle is involved in GM safety recall 14271.
- 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 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.

### What will we do?

Your GM dealer will replace the height adjuster shoulder bolt. 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 service correction time of approximately 25 to 45 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

**Until you have had the recall repair, do not adjust the seat height.**

### Did you already pay for this repair?

Even though you may have already had a repair for the seat height adjuster, you will still need to take your vehicle to your dealer this recall repair. If you have paid for repairs for the recall condition,

please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by December 31, 2015, unless state law specifies a longer reimbursement period.

**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 14V447.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer  
 Vice President  
 Global Vehicle Safety

Enclosure  
 GM Recall #14271