



# Recall Bulletin

## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Front Seat Hooks Not Installed Into Underbody

**MODELS:** 2015 Chevrolet Colorado  
2015 GMC Canyon

**This bulletin is being revised to add the customer letter to the bulletin. Please discontinue use, and discard all copies of Noncompliance Recall 15150.**

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 certain 2015 model year Chevrolet Colorado and GMC Canyon vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 207, "Seating Systems" and Canada Motor Vehicle Safety Standard (CMVSS) 207, "Anchorage of Seats." In these vehicles, certain seat-frame attachment hooks that secure the front of the driver's and/or front passenger's seat may not have been properly attached to the vehicle body during the assembly process. Where this condition is present, the seats may not remain in the position required by FMVSS/CMVSS 207 during certain crashes. Where this condition is present, the front of the seat may not remain secured to the body of the vehicle in a crash, increasing the risk of injury.

### CORRECTION

Dealers are to inspect both front seat hooks for proper engagement with the floor pan. If improper seat hook engagement is noted the affected seat(s) are to be reinstalled with the seat hooks engaged.

### 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

No parts are required to complete this repair.

### SERVICE PROCEDURE

Use the following steps to inspect the front seat mounting hooks for proper engagement into the vehicle. If the seat mounting hooks are not fully engaged, proceed to the repair steps.

#### **Examples of Improperly Installed Seat Hooks:**



4178493

**Driver Seat Inboard**



4178498

**Passenger Seat Inboard**



4178505

**Driver/Passenger Seat Outboard**

INSPECTION PROCEDURE



4178508

**Note:** Move both front seats to the furthest rearward position for the inspection steps.

Using a medium size pry bar, check the four front seat hooks (two on each front bucket seat) for proper engagement. Use care not to mar the door sill trim.



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1. On the driver and passenger outboard seat tracks, position the pry bar as shown. Pry the seat track in an upward direction using moderate force. The seat track should not move away from the floor. **If the seat track does move**, proceed to the repair procedure below.



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2. On the driver seat inboard track, position the pry bar as shown. Pry the seat track in an upward direction using moderate force. The seat track should not move away from the floor. **If the seat track does move**, proceed to the repair procedure below.



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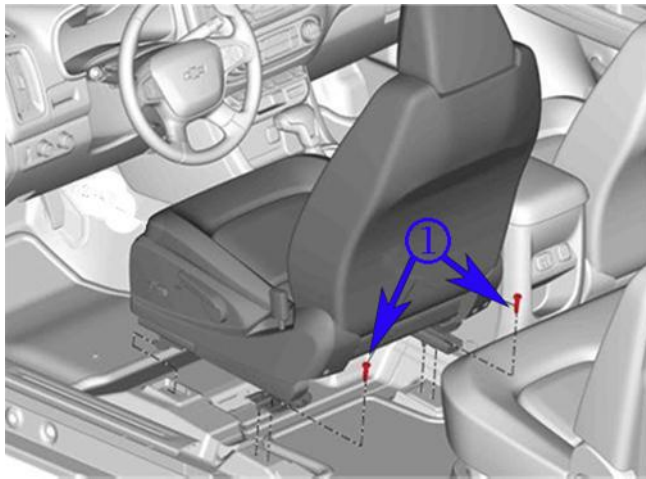
3. On the passenger seat inboard track, position the pry bar as shown. Pry the seat track in an upward direction using moderate force. The seat track should not move away from the floor. **If the seat track does move**, proceed to the repair procedure below.

### REPAIR PROCEDURE

If any of the seat hooks fail the inspection procedure or there is a customer comment that the seat feels loose, use the following steps to reinstall the seat.

**Note:** It is not necessary to remove the seat from the vehicle or to disconnect the seatbelt from the tensioner.

1. Disable the SIR system. Refer to *SIR Disabling and Enabling* in SI.
2. Position the seat in the full forward position.



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3. Remove the two fasteners using a hand wrench (1), **DO NOT USE AN IMPACT DRIVER** to remove the bolts.
4. Raise the back of the seat and engage the inboard and outboard seat hooks. Visually verify the hooks are engaged.
5. Reinstall the two seat bolts using a hand wrench (1), **DO NOT USE AN IMPACT DRIVER** to install the bolts. **Tighten 45 Nm (33 lb ft).**
6. Perform Inspection steps 1-3 to verify the seat hooks are fully engaged.
7. Enable the SIR system. Refer to *SIR Disabling and Enabling* in SI.

#### 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
9101513	Inspect Left and Right Front Seat Installation (No Further Action Required)	0.2
9101518	Reinstall One Seat (Includes Inspection)	0.4
9101519	Reinstall Both Front Seats (Includes Inspection)	0.5

#### 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. For owners outside these areas.

## 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.

**This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.**

## DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's 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. 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 facility 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



# IMPORTANT SAFETY RECALL

May 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_.

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 certain 2015 model year Chevrolet Colorado and GMC Canyon vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 207, "Seating Systems". As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM recall 15150.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The seat-frame attachment hooks that secure the front of the driver's and/or front passenger's seat may not have been properly attached to the vehicle body during the assembly process. Where this condition is present, the front of the seat may not remain secured to the body of the vehicle in a crash, increasing the risk of injury.

### What will we do?

Your GM dealer will inspect both front seat hooks. If the dealer discovers the seat hooks were not properly attached to the vehicle body, the affected seat(s) will be reinstalled. 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 and 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.

### 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)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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 15V267.

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

GM Recall #15150