



# Recall Bulletin

## PRODUCT SAFETY RECALL

**SUBJECT:** Seat Position Sensor Incorrectly Serviced

**MODELS:** 2014 Chevrolet Caprice PPV  
2014 Chevrolet SS

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.

### CONDITION

GM has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year Chevrolet Caprice PPV and Chevrolet SS vehicles that received replacement seat base assemblies during repair service. In some of these serviced vehicles, dealers may not have transferred the seat position target bracket from the original seat base to the replacement seat base during service where seat base replacement was required. The target bracket is used by the seat position sensor to help determine the proper level of airbag deployment in the event of a crash. In a crash, if the seat position sensor does not have a target bracket to read, and the seat is in a forward position, the airbag may deploy at a force greater than intended. If the airbag deploys at a higher than intended level during a crash, there is an increased risk of injury.

### CORRECTION

Dealers are to inspect the vehicle. If the seat position target bracket is not present, dealers will install a replacement seat frame equipped with a target bracket.

### 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 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.

### FRONT SEAT CUSHION FRAME LOCATION TABLE

After confirming vehicle involvement, use the table provided below to identify which front seat cushion frame requires replacement. The table is sorted by the Vehicle Identification Number (VIN) which is provided in the first column. The second column identifies which front seat cushion frame needs to be replaced. The designation “DS” means replace the driver side and the designation “PS” means replace the passenger side.

**REPLACE FRONT SEAT CUSHION FRAME IDENTIFIED IN THIS TABLE**  
**DS = DRIVER SIDE    PS = PASSENGER SIDE**

| VIN List                        | DS / PS |
|---------------------------------|---------|
| 6G3F15RW0EL952467               | PS      |
| 6G3F15RW0EL953957               | PS      |
| 6G3F15RW2EL926646               | PS      |
| 6G3F15RW2EL950641               | PS      |
| 6G3F15RW3EL928261               | DS      |
| 6G3F15RW4EL948888               | DS      |
| 6G3F15RW4EL952553               | DS      |
| 6G3F15RW4EL958398               | PS      |
| 6G3F15RW5EL928228               | DS      |
| 6G3F15RW6EL926584               | DS      |
| 6G3F15RW6EL931395               | DS      |
| 6G3F15RW6EL948908               | DS      |
| 6G3F15RW7EL962817               | DS      |
| 6G3F15RW8EL933200               | DS      |
| 6G3F15RW9EL966058               | DS      |
| 6G3F15RWXEL929939               | PS      |
| 6G3F15RWXEL935157               | PS      |
| 6G3NS5R37EL928147               | DS      |
| 6G3NS5R38EL926410               | DS      |
| 6G3NS5U22EL962673               | DS      |
| 6G3NS5U27EL929751               | DS      |
| 6G3NS5U29EL935034               | PS      |
| 6G3NT5E22EL999413 – Middle East | DS      |
| 6G3NT5E20EL902287 – Middle East | DS      |
| 6G3NT5E24EL922977 – Middle East | DS      |

## PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). 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.

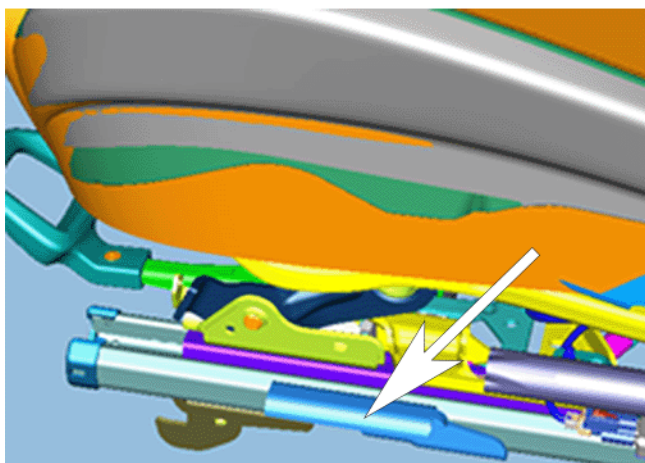
**Note:** There is a limited quantity of parts available, please order only for actual parts needed, not shelf stock.

| Part Number | Description  | Quantity/Vehicle |
|-------------|--|------------------|
| 92287390    | Frame – Front Seat Cushion, Drivers (LHD USA), 4 way design                      | 1                |
| 92287395    | Frame – Front Seat Cushion, Drivers (LHD USA), 6 way design, 2 position memory   | 1                |
| 92287394    | Frame – Front Seat Cushion, Passenger (LHD USA), 4 way design                    | 1                |
| 92287393    | Frame – Front Seat Cushion, Passenger (LHD USA), 6 way design, 2 position memory | 1                |
| 92287391    | Frame – Front Seat Cushion, Drivers (LHD ME), 8 way design, 2 position memory    | 1                |

## SERVICE PROCEDURE

This procedure involves inspecting the front seat cushion frame to ensure the seat position sensor bracket is installed. If the bracket is not installed, replace the driver or passenger seat cushion frame. Refer to the Front Seat Cushion Frame Location Table above to determine which seat frame needs to be inspected/replaced. *The involved component is VIN specific.* Locate the VIN of the vehicle being serviced in the table to identify what seat frame need to be serviced.

1. Use the above VIN table to determine what seat cushion frame was previously serviced and requires inspection.



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2. Inspect the inboard seat running rail to check if a seat position sensor bracket is fitted as shown above. If the seat position sensor bracket **is not fitted**, proceed to step #3. If the seat position sensor bracket **is fitted**, no further action is required.

**Note:** In the following step, it is not necessary to perform the Driver or Passenger Seat Position Bracket Transfer step.

3. Replace the seat cushion frame. Refer to *Driver or Passenger Seat Cushion Frame Replacement in SI*.

### COURTESY TRANSPORTATION

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. This excludes the Caprice PPV.

### 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> |
|-------------------|--|-------------------|
| 9101816           | Inspect for presence of Seat Position Sensor Bracket, No Further Action Required | 0.3               |
| 9101864           | Driver or Passenger Seat Cushion Frame Replacement (Includes Inspection)         | 1.7               |

### CUSTOMER NOTIFICATION – For US

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 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 a defect, which relates to motor vehicle safety, exists in certain 2014 model year Chevrolet Caprice PPV and Chevrolet SS 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.

## I M P O R T A N T

- Your vehicle is involved in GM recall 15567.
- 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 received a replacement seat base assembly during a repair service and your dealer may not have transferred the seat position target bracket from the original seat base to the replacement seat base during service where seat base replacement was required. The target bracket is used by the seat position sensor to help determine the proper level of airbag deployment in the event of a crash. In a crash, if the seat position sensor does not have a target bracket to read, and the seat is in a forward position, the airbag may deploy at a force greater than intended. If the airbag deploys at a higher than intended level during a crash, there is an increased risk of injury.

### What will we do?

Your GM dealer will inspect the vehicle. If the seat position target bracket is not present, your dealer will install a replacement seat frame equipped with a target bracket. 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. If it is determined that the seat frame requires replacement, an additional 1 hour and 25 minutes will be required.

### 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             | 1-800-222-1020 | 1-800-833-2438        |
| 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 15V636.

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 #15567