



# Recall Bulletin

## PRODUCT SAFETY RECALL

**SUBJECT:** Third Row Seat Crossbar Weld

**MODELS:** 2016 Buick Enclave  
2016 Chevrolet Traverse  
2016 GMC Acadia

This bulletin is being revised to add the customer letter to the bulletin. Please discontinue use, and discard all copies of Product Safety Recall 21930.

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 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 2016 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles. The third row left lower seat frame may have welds that are not in the correct location. If the seat frame has off-location welds, the seat may not perform as intended, which may increase the risk of occupant injury in a crash.

### CORRECTION

Dealers are to inspect the third row left lower seat frame, and replace if necessary.

### 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 (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. This part will be on Order Writing control initially and all DRO’s (Daily Replenishment Orders) will cancel. Dealers can place orders CSO (Customer Special Order). In emergency situations a dealer should place a SPAC case and the orders will be processed in the order received.

**Important:** A limited number of 3<sup>rd</sup> row lower seat frames are available in inventory. It is estimated that only approximately 11 involved vehicles will require a seat frame replacement. Dealers are encouraged NOT to order recall parts for use as shelf stock.

**Parts should ONLY be ordered when inspection determines that it is necessary to replace the seat frame. A sample of replaced parts may be requested for return to the WPC for review.**

Part Number	Description	Quantity/Vehicle
15899611	3 <sup>rd</sup> Row Left Lower Seat Cushion Frame	1

**SERVICE PROCEDURE**

**Warning:** When working with any type of sheet metal with exposed or rough edges, wear approved safety glasses and gloves in order to reduce the chance of personal injury.

1. Open the liftgate.



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2. Fold down the 60 percent 3<sup>rd</sup> row seat.



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3. Pull back the hinged carpeted load floor.



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4. Identify the outboard rear cross tube of the seat assembly.



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5. Carefully feel the left side of the outboard cross tube. Refer to Example of the weld spots shown above.
  - If no weld spots are felt, no further action is required.
  - If one or two weld spots are felt, the seat frame must be replaced. Refer to *3rd Row Seat Riser Replacement* 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
9101938	Inspect 3 <sup>rd</sup> Row Seat Frame	0.2
9101944	Replace 3 <sup>rd</sup> Row Left Lower Seat Frame (Includes Inspect)	0.8

**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. 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

February 2016

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 2016 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia 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.

<p><b>IMPORTANT</b></p> <ul style="list-style-type: none"> <li>• Your vehicle is involved in GM recall 21930.</li> <li>• Schedule an appointment with your GM dealer.</li> <li>• This service will be performed for you at <b>no charge</b>.</li> </ul>
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**Why is your vehicle being recalled?**

The third row left lower seat frame may have welds that are not in the correct location. If the seat frame has off-location welds, the seat may not perform as intended, which may increase the risk of occupant injury in a crash.

**What will we do?**

Your GM dealer will inspect the third row left lower seat frame, and replace it if necessary. 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 50 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
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
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 15V833.

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 21930