

Product Safety Recall

30710 Inoperative Power Seats and Seat Fires



Reference Number: N162030710

Release Date: February 2017
Revision: 00

Attention: 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.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Regal	2011	2011	AG1, AG2	8-way Power adjustable front seats

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 model year Buick Regal vehicles, equipped with 8-way power adjustable front seats (RPO AG1, AG2). These vehicles have a condition in which the wiring harness for the power seats may contact the seat frame, chafing the harness and potentially causing an electrical short circuit. If the harness chafes, a short circuit could occur, resulting in inoperative power seat adjustments, flickering lights on the instrument panel, sparking or smoke under the seat, and possible fire.
Correction	Dealers will inspect and secure the seat wiring harness, repairing the wiring as necessary.

Parts

Quantity	Part Name	Part No.
1	Protector – Front Seat Wiring Harness (Services Two Seats)	84287327
As Required	Velcro Tape, Black, #190984, 25.4 mm (1in)	Locally Sourced
As Required	Vinyl Electrical Tape	Locally Sourced
2	6"- 8" Wire Tie Straps	Locally Sourced

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102395	Inspect and Install Tape & Sleeve to Wire Harness (<i>One Seat Only</i>) ADD: Second Seat	0.5 0.4	ZFAT	*
9103005	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	**
9103006	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

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

- * The amount identified in "Net Item" should represent the actual sum total of the current GMCCA Dealer net price for Velcro Tape, Black, #190984, 25.4 mm (1in) needed to perform the required repairs, not to exceed \$0.40 USD, \$0.56 CAD.
- ** For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.
For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.
- *** Submit \$10.00 administrative allowance in Net/Admin Allowance.

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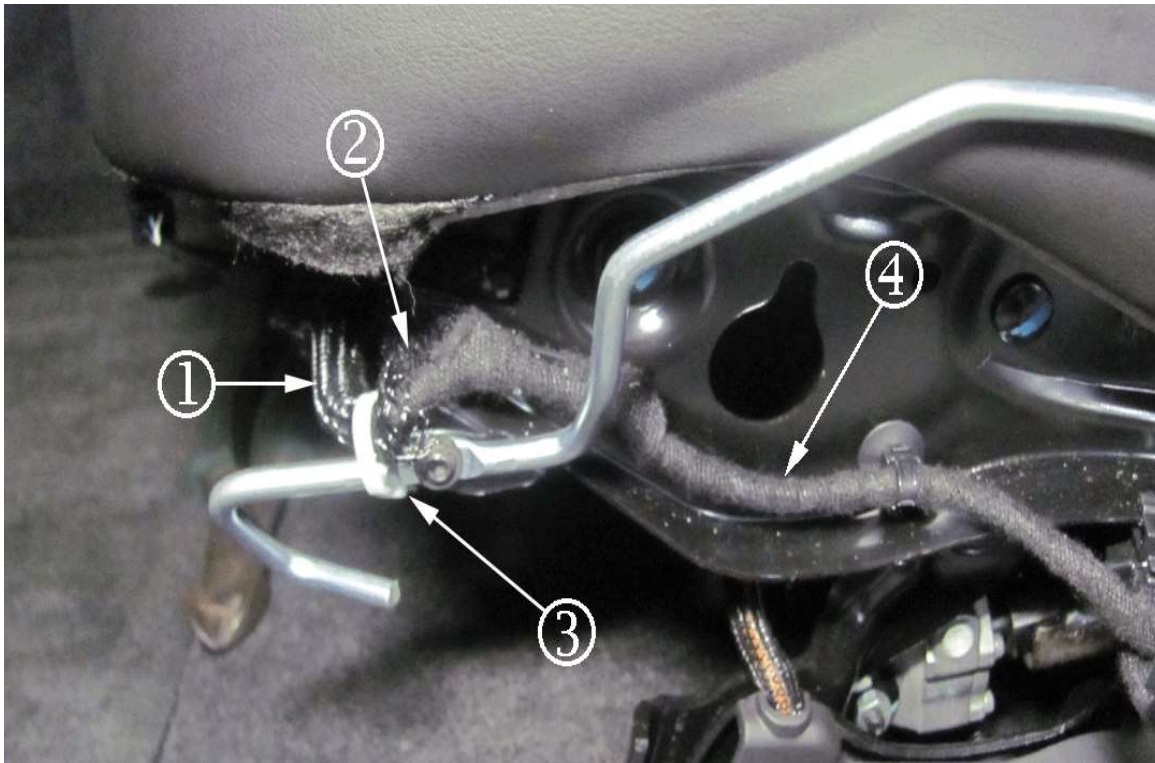
Service Procedure

NOTE: It is not necessary to remove the seat(s) from the vehicle or to disconnect the seatbelt from the seat to perform the following procedure.

1. The following steps apply to the driver side seat. Determine if the passenger seat requires service by reviewing seat RPO information.

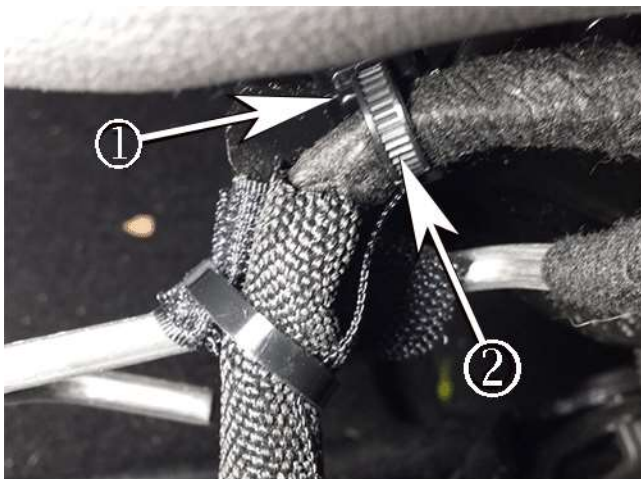
NOTE: Only 8-way power adjustable front seats (driver seat AG1, passenger seat AG2) are involved in this bulletin. Determine what seat(s) need inspection/service.

2. Position the front seat by first moving the driver seat to the full upper position, then to the full rear position, and finally to the full cushion tilt position. Remove the driver seat outer recliner finish cover. Refer to *Driver or Passenger Seat Outer Recliner Finish Cover Replacement* in SI.



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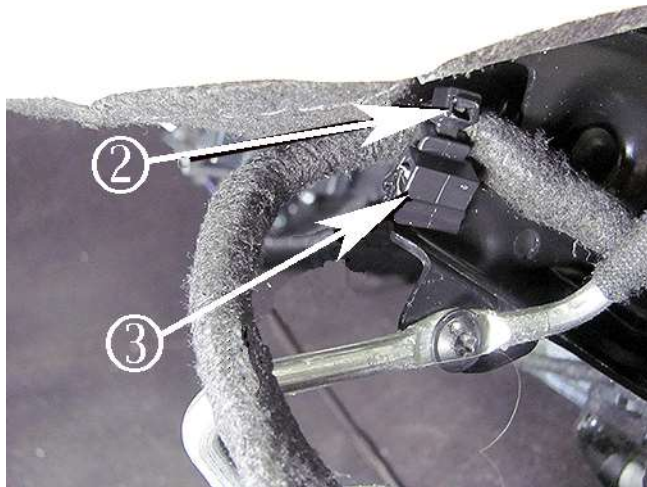
3. Examine the seat frame and wiring harness (4) to determine if it has a wiring harness protector (1), Velcro tape patch (2) or wire tie strap (3) installed. Some vehicles may also have Velcro tape over the screw head of the rod or have more than one wire tie strap. Remove all previous wiring harness protectors, wire tie straps or Velcro tape that may have been installed as part of an earlier repair.



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4. Some vehicles may have a metal biter edge clip retaining the harness to the seat frame that must be removed. If the harness is equipped with a metal biter edge clip (1) that secures it to the seat frame, carefully cut the wire tie strap portion (2) that attaches the metal biter edge clip to the harness and then ensure the metal biter edge clip is removed from the seat frame. If the wire tie strap portion (2) cannot be easily accessed because of the metal biter edge clip (3) orientation on the seat frame, first remove the metal biter edge clip from the seat frame and then remove the metal biter edge clip from the harness by carefully cutting the wire tie strap portion that attaches the metal biter edge clip to the harness.



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5. Ensure the harness retainer is located in the lower hole in the seat frame (1) not the upper hole (2).

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Correct Routing



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Incorrect Routing

6. Route the harness on the outside (front) of the seat side shield mounting rod. It may be necessary to remove the seat shield mounting rod screw.
7. Inspect the wrapping of the wiring harness for damage. Repair wire harness, if necessary. Refer to appropriate wire repair procedures in SI.

NOTE: The protective sleeve must be cut using a hot knife such as the X-ACTO X73780 Soldering Iron and Hot Knife Tip or equivalent. One piece of the # 84287327 protector will service two seats.



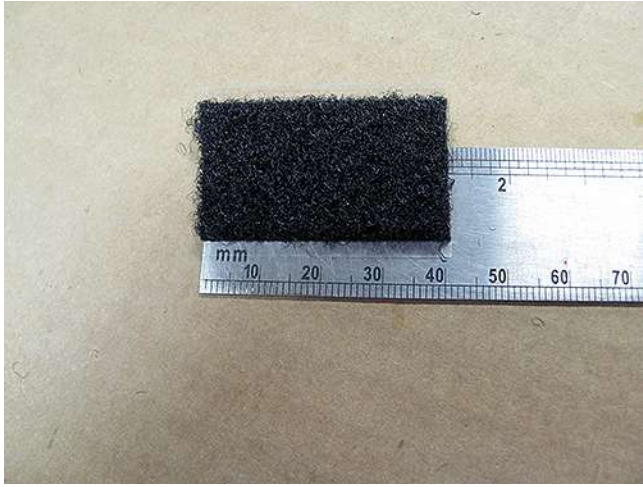
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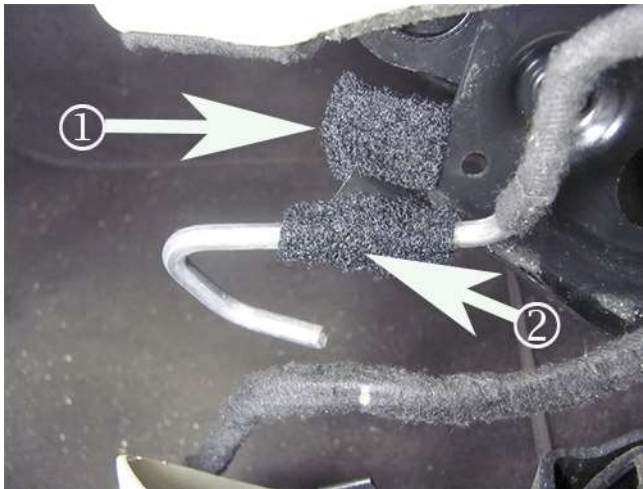


8. Prepare a 190mm length of the wiring harness protective material. When cutting the protective material, use a hot knife to prevent the material from unraveling.



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9. Prepare two pieces 25mm X 40mm pieces of Velcro tape (Use only the loop side of the Velcro tape).



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10. Install the Velcro loop tape to the forward area of the seat frame as shown (1).
11. Add the second piece of Velcro loop tape over the screw head that fastens the seat side shield rod to the seat frame (2).

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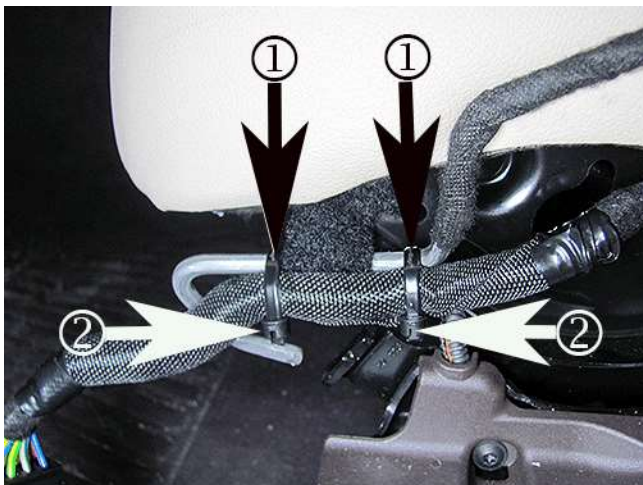
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12. Install the wire harness protective material as shown. Allow a 10mm gap between the harness mounting clip and the end of the protective material.



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13. Wrap both ends of the protective material with vinyl electrical tape to secure the material to the harness.



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14. Using two wire tie straps, fasten the harness to the side shield mounting rod as shown. Place the wire tie straps on either side of the Velcro tape that covers the screw head. Ensure the rear wire tie strap is at the upward bend in the seat trim attachment rod (1) and the front wire tie strap is against the Velcro tape (1).

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15. Rotate the wire tie straps so the wire tie strap connector heads are aiming down (2). Tighten and trim the wire tie straps.



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16. Ensure the area where the seat finish cover clip engages the rod is unobstructed.
17. Connect the seat side shield switch to the seat harness.



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18. Route the harness on the top side of the extrusion molded into the seat side shield.
19. Cycle the seat through all of the power motions (height, tilt and fore/aft) 3 full times and inspect afterwards to ensure that the reworked harness area is still intact. Use care to not damage the recliner finish cover while cycling the seat.
20. Install the driver and/or passenger seat outer recliner finish cover. Refer to *Driver or Passenger Seat Outer Recliner Finish Cover Replacement* in SI.
21. As a Final inspection, with the recliner finish cover installed, cycle the seat through all of the power motions (height, tilt and fore/aft) 3 full times and inspect afterwards to ensure that the reworked harness area is still intact.
22. Repeat the above steps on the second seat if required.

Dealer Responsibility – For USA & Export

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

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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 Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

Customer Notification

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

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.

Customer Reimbursement

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 February 28, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

March 2017

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 2011 model year Buick Regal vehicles equipped with 8-way power adjustable 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

- Your vehicle is involved in GM safety recall 30710.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

In these vehicles, the wiring harness for the power seats may contact the seat frame, chafing the harness and potentially causing an electrical short circuit. If the harness chafes, a short circuit could occur, resulting in inoperative power seat adjustments, flickering lights on the instrument panel, sparking or smoke under the seat, and possible fire.

What will we do?

Your GM dealer will inspect and secure the seat wiring harness, repairing the wiring as 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 35 minutes to 1 hour, depending on the number of seats inspected and repaired.

What should you do?

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

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. 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 February 28, 2018, 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	1-866-608-8080	1-800-832-8425
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

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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 16V517.

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 30710