

F/CMVSS Noncompliance Recall

17035 Front Seat Discrepant Welds on Manual Recliner Bracket



Reference Number: N162075000

Release Date: March 2017

Revision: 02

Revision Description: This bulletin is being revised to add the customer letter. Please discard all previous copies of bulletin 17035.

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		
Chevrolet	Cruze	2016	2017	AG6, AG5, AH3	Manual Seat Adjuster

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 certain 2016 and 2017 model year Chevrolet Cruze vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard (FMVSS) 202a, “Head restraints.” In some of these vehicles, a bracket used in the driver or front passenger seat-back recliner mechanism may have been incorrectly welded to the seat-back frame. Affected vehicles may not meet the head-restraint requirements of S4.3.1(a) of FMVSS/CMVSS 202a in a crash. In a crash, affected front seats may have reduced capability to manage occupant loads or maintain occupant position, and could potentially separate, increasing the risk of injury to occupants.
Correction	Dealers are to inspect driver and front-passenger seats. If a seat has discrepant welds, then replace the front seat-back frame.

Parts

Quantity	Part Name	Part No.
As Required	Frame - Front Seat Back Manual	13599586
	Frame - Front Seat Back Manual	13599583
	Frame - Front Seat Back Manual	13511854
	Frame - Front Seat Back Manual	13511853

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which seat frame to order.

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. Order parts on a CSO = Customer Special Order only. DRO’s may be cancelled. **All orders will be reviewed prior to being filled.** Parts may have quantity limiters in effect.

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102884	Inspect Both Front Seat Frame Welds – No Further Action Required	1.6	ZFAT	N/A
9102956	Inspect One Front Seat Frame Welds – No Further Action Required	0.8	ZFAT	N/A
9102900	Install One Front Seat Back Frame (Includes inspection of one seat)	1.3	ZFAT	N/A
	Install One Front Seat Back Frame (Includes inspect both front seats)	2.1		
	Add For Second Seat Back Replacement	0.5		

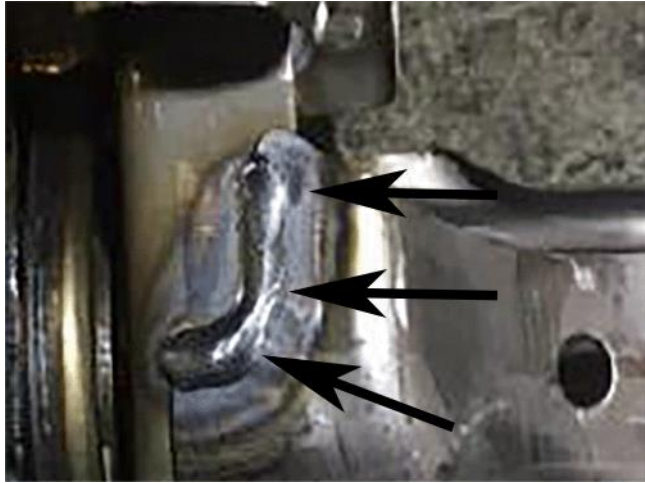
Service Procedure

F/CMVSS Noncompliance Recall

17035 Front Seat Discrepant Welds on Manual Recliner Bracket



NOTE: This bulletin involves manual seats only. If the vehicle is equipped with a power driver seat, do not remove, disassemble or replace the seat frame on the power driver seat.



4690689

Good Weld: weld covering the edge of the bracket



4690696

Bad Weld: weld not contacting the edge of the bracket

This procedure involves seat cushion frame to recliner bracket welds that may be improperly located. The weld may be located next to the joint area instead of joining the two pieces. When inspecting the welds, use the example photos above to determine the proper installation of the weld in relationship to the bracket.

NOTE: When performing the following steps, use care to not damage the vehicle or seat assemblies. Use cloth covers on the vehicle sills when removing the seats and cover the work bench that the seat is being serviced on with a clean soft work cloth.

NOTE: The seat mounting bolts can be reused due to the age (new) of the vehicle. These bolts have nylon patch which provides prevailing torque (mechanical interference between bolt and nut's threads).

1. Remove the passenger front seat. Refer to *Driver or Passenger Seat Removal and Installation* in SI.
2. Place the seat on a clean non-marring work surface.

NOTE: This bulletin applies to non-power seats only. Use *Front Seat Outer Adjuster Front Finish Cover Replacement - Passenger Side* for both the driver and passenger side outer adjuster finish cover removal and installation.

3. Remove the outer front finish cover. Refer to *Front Seat Outer Adjuster Front Finish Cover Replacement - Passenger Side* in SI.

F/CMVSS Noncompliance Recall

17035 Front Seat Discrepant Welds on Manual Recliner Bracket



4. Remove the inner recliner finish cover. Refer to *Driver or Passenger Seat Inner Recliner Finish Cover Replacement* in SI.
5. Release the J-channel at the base of the seat cover (seat back cover retainer).
6. Pull the seat back cover up from the bottom, do not remove the cover. Allow enough room to inspect the inner and outer recliner brackets. Lift the foam cushion away from the inspection area. Inspect the welds from the front side of the seat assembly.
7. From the outside of the seat frame assembly, inspect the inner and outer recliner bracket alignment holes. Inspect the holes for proper alignment. Ensure the smaller hole of the recliner bracket is fully visible through the larger hole in the side of the seat frame bracket.



4691254

Alignment Hole Inspection Area

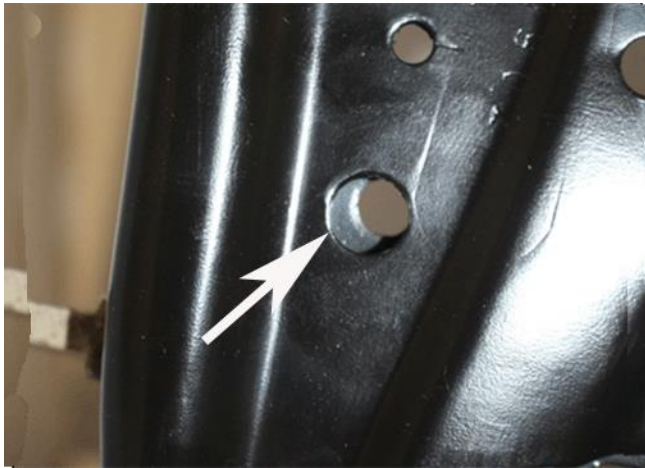


4691232

Acceptable Condition, Holes Aligned

F/CMVSS Noncompliance Recall

17035 Front Seat Discrepant Welds on Manual Recliner Bracket



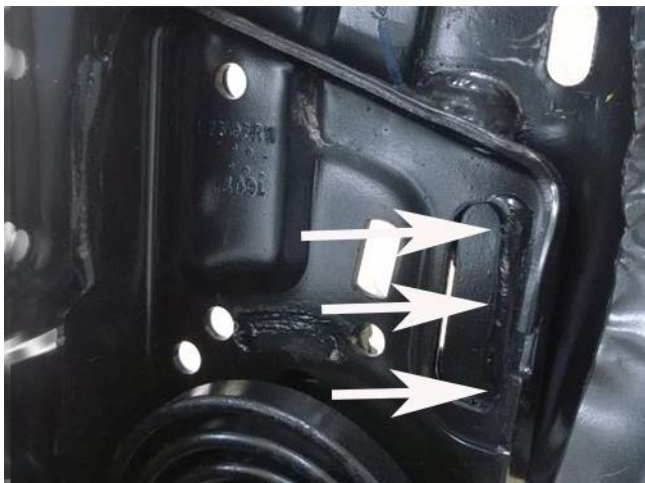
4691240

Unacceptable Condition, Holes Off-Center



4690698

8. Inspect the inner and outer recliner bracket to seat frame weld locations. There are three welds per side. Ensure the weld is located on the edge of the bracket and connects to the seat frame.

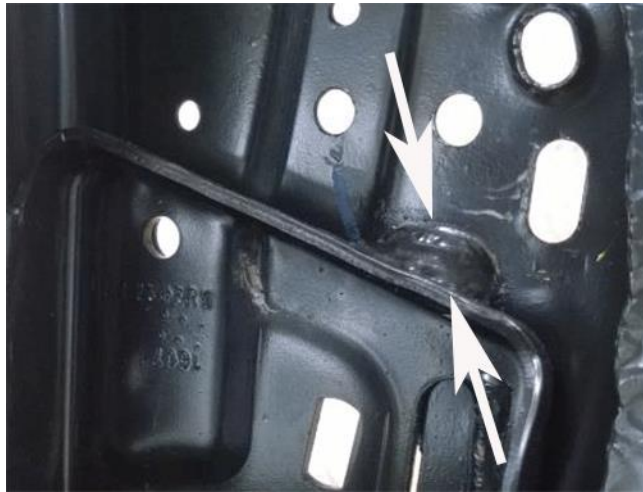


4690702

- **Weld location in weld slot**

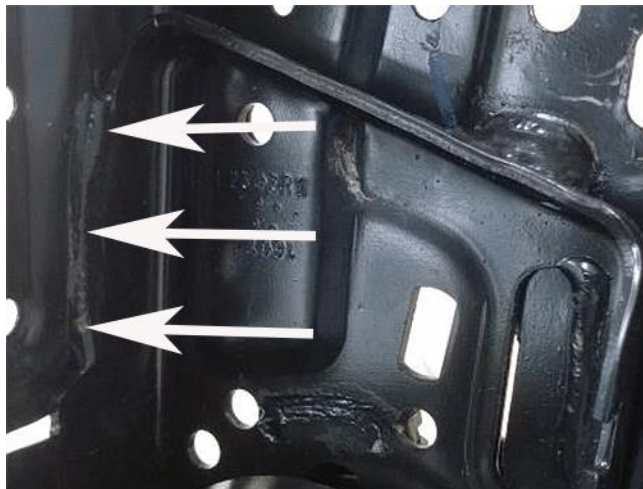
F/CMVSS Noncompliance Recall

17035 Front Seat Discrepant Welds on Manual Recliner Bracket



4690706

- Weld located on top edge



4690709

- Weld located on rear edge

NOTE: The seat back cushion bolts can be reused due to the age (new) of the vehicle. Clean the threads of the bolt with denatured alcohol or equivalent and allow to dry. Apply thread locking adhesive to the bolt. Refer to Adhesives, Fluids, Lubricants, and Sealers.

9. If any of the welds or alignment holes are not correctly positioned, replace the seat back cushion frame. Refer to *Driver or Passenger Seat Back Cushion Frame Replacement* in SI.
10. Reinstall all of the seat trim.
11. Perform steps 1-10 on the driver side manual seat if equipped. Do not remove, disassemble or replace the seat frame of a power seat assembly.
12. Reinstall the seat(s). Refer to *Driver or Passenger Seat Removal and Installation* in SI.

Dealer Responsibility – For USA & Export (USA 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

F/CMVSS Noncompliance Recall

17035 Front Seat Discrepant Welds on Manual Recliner Bracket



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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

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.



IMPORTANT SAFETY RECALL

February 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 certain 2016-2017 model year Chevrolet Cruze vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 202a, "Head restraints". 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 17035.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

In some of these vehicles, a bracket used in the driver or front passenger seat-back recliner mechanism may have been incorrectly welded to the seat-back frame. Affected vehicles may not meet the head-restraint requirements of S4.3.1(a) of FMVSS 202a in a crash. In a crash, affected front seats may have reduced capability to manage occupant loads or maintain occupant position, and could potentially separate, increasing the risk of injury to occupants.

What will we do?

Your GM dealer will inspect the driver and front-passenger seats. If a seat has discrepant welds, then they will replace the front seat-back frame. 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 2 hours and 30 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
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 17V057.

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 17035

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