

# Product Safety Recall

## N212356050 Driver Seat Improper Weld



**Release Date:** June 2022 **Revision:** 01  
**Revision Description:** The customer letter has been added to this bulletin. Please discard all previous copies of bulletin N212356050.

**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	Blazer	2022	2022	AG1 A2X AE8	Power Driver's Seat
	Equinox				
	Malibu	2021	2021		
Cadillac	XT4	2022	2022		

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.

<b>Condition</b>	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 model year Chevrolet Malibu and 2022 model year Chevrolet Blazer, Equinox, and Cadillac XT4 vehicles. The driver's seat cushion frames in these vehicles may have an improper weld in the power tilt-adjustment mechanism. These improper welds may degrade management of occupant loads in certain crashes, which may increase the risk of injury for some occupants seated in the affected driver's seats.
<b>Correction</b>	Dealers will inspect the driver's seat and replace the cushion frame as necessary.

### Parts

Quantity	Part Name	Part No.
1	Frame Assembly – Front Seat Cushion	13535244
1	Frame Assembly – Front Seat Cushion	13535243
1	Frame Assembly – Front Seat Cushion	13525370
1	Frame Assembly – Front Seat Cushion	13525368
1	Frame Assembly – Front Seat Cushion	13525388
1	Frame Assembly – Front Seat Cushion	13513082

**Note:** Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which front seat cushion frame assembly to order.

**Important:** Parts should only be ordered when inspection determines that it is necessary. It is estimated that there are only 245 involved vehicles that will require parts being replaced. Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106370	Inspect Only – No Repair Required	.3		
9106371	Front Seat Cushion Frame Replacement (Includes Inspection)		ZFAT	N/A
	Cadillac XT4	2.5		
	Blazer	2.1		
	Equinox	1.9		
	Malibu	2.1		

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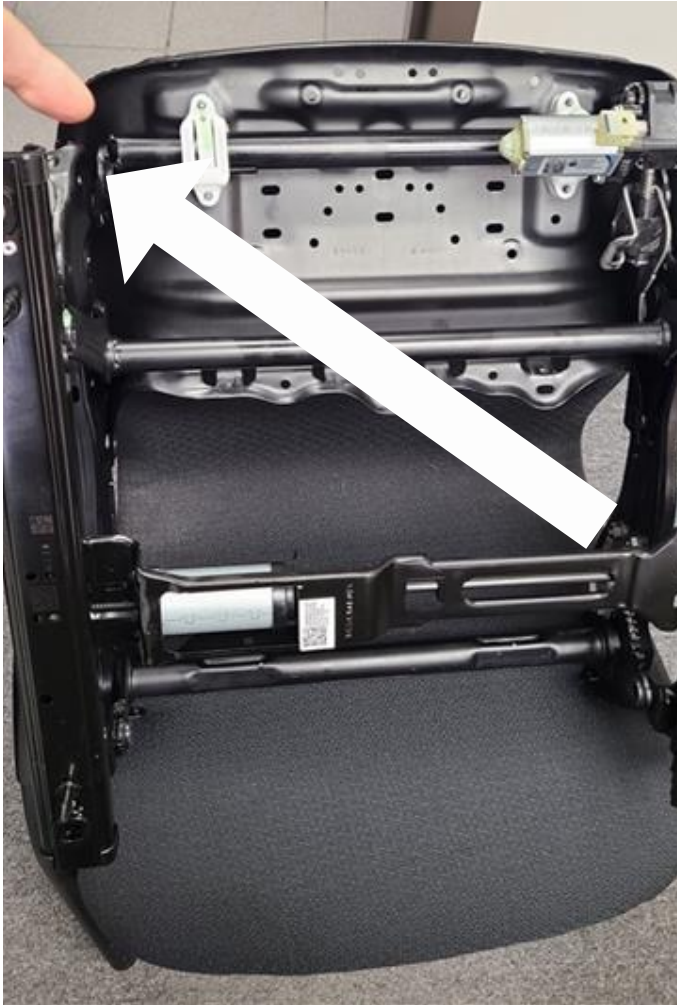


### Service Procedure

**Important:** Use only hand tools to remove the four seat attachment bolts. If power tools are used, thread locker on the bolts may bind, damaging the nuts.

**Important:** It is not necessary to completely remove the seat from the vehicle for the inspection steps of this procedure. Remove the four bolts and lay the seat back in the vehicle to gain access to the inspection area.

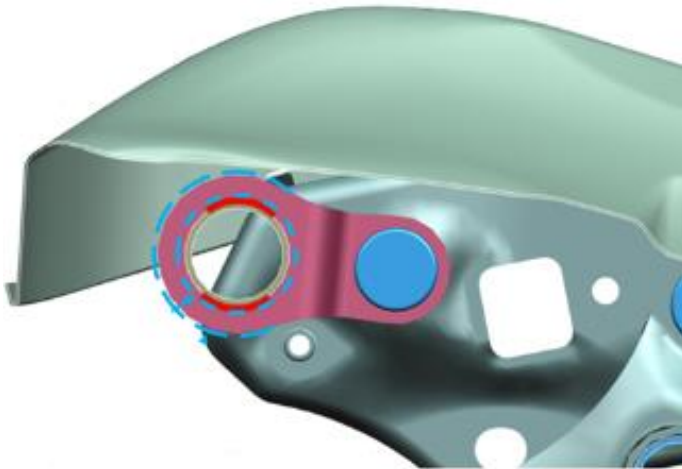
1. Remove the four seat attachment bolts. Refer to *Front Seat Removal and Installation* in SI.
2. Lay the seat back in the vehicle allowing access to the inboard (center of vehicle) side of the front seat cushion frame.



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3. Locate the inboard (center of vehicle) end of the seat tilt tube where it meets the welded-on bracket (the tilt tube is mounted to the seat pan with white or black nylon pivots).

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**Good Tilt Tube Example 1**



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**Good Tilt Tube Example 2**



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**Not Acceptable Tilt Tube Example 1**

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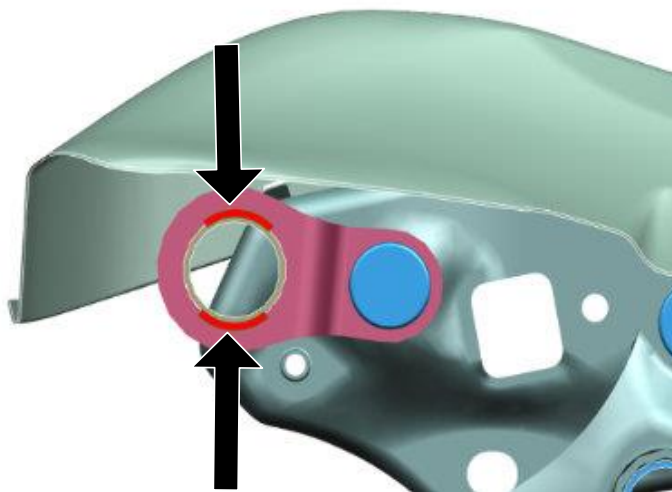
**Not Acceptable Tilt Tube Example 2**



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**Not Acceptable Tilt Tube Example 3**

4. Inspect the area where the tilt tube goes through the bracket and ensure it is fully inserted, flush (or slightly proud) of the bracket and appears to be correctly assembled.

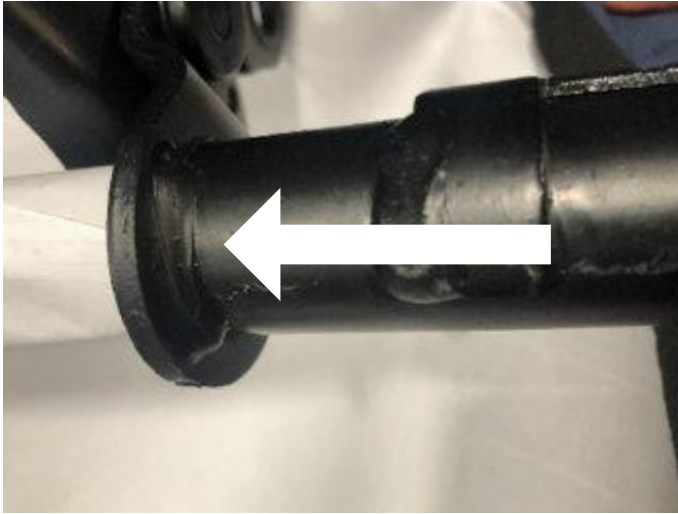


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Good Weld Example 1, red area represents correct length for both welds.



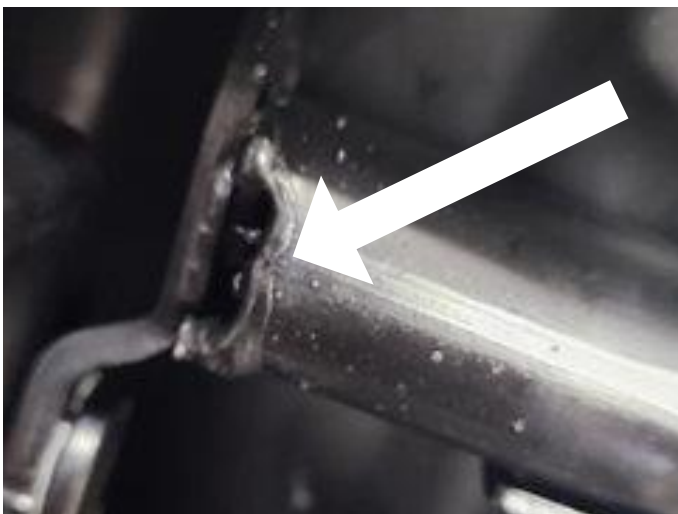
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Good Weld Example 2



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Good Weld Example 3



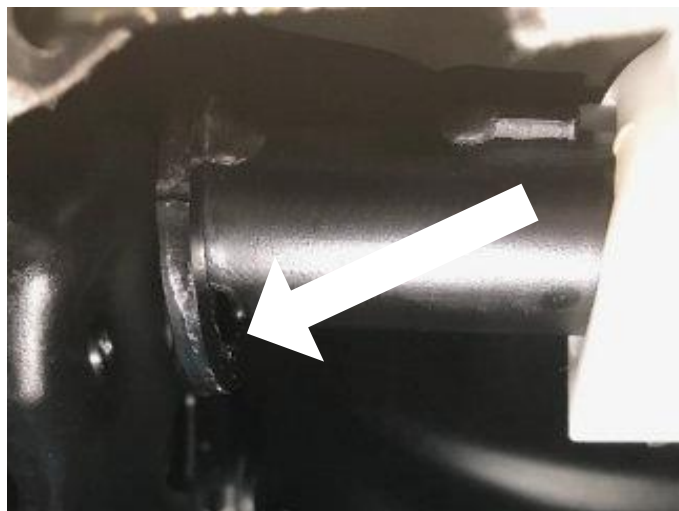
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Bad Weld Example 1, burn through.



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#### **Bad Weld 2, missing/incomplete weld.**

5. Inspect the two semi-circular welds that secure the tilt tube to the bracket and ensure they are complete, sound and that there is no “burn through” causing a void or hole in the tilt tube or bracket.
6. If the welds and tilt tube assembly are correct, no further action is required, reinstall the seat. Refer to *Front Seat Removal and Installation* in SI.
7. If the seat tilt tube or bracket show any weld defects, missing welds or the seat tilt tube is not correctly assembled to the bracket, replace the front seat cushion frame assembly. Refer to *Front Seat Cushion Frame Replacement* 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 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/repared 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.

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In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

### 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 for courtesy transportation program details.

### 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.

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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

June 2022

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 2021 model year Chevrolet Malibu and 2022 model year Chevrolet Blazer, Equinox, and Cadillac XT4 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.

## IMPORTANT

- Your vehicle is involved in GM safety recall N212356050.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The driver's seat cushion frames in these vehicles may have an improper weld in the power tilt-adjustment mechanism. If the weld separates, the seat may feel loose or spongy, or may squeak. These improper welds may degrade management of occupant loads in certain crashes, which may increase the risk of injury for some occupants seated in the affected driver's seats.

### What will we do?

Your GM dealer will inspect the driver's seat and replace the cushion frame 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 2 hours and 35 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 any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-333-4223	711 / 1-800-833-2438
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 22V359.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



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