

Product Safety Recall

N222377890 Inspection Available: Seat Height-Adjust Pivot Bolt May Be Loose



Release Date: September 2022

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.

This bulletin contains an inspection procedure for both dealer inventory and customer vehicles. It is estimated that a very small percentage of the involved vehicles will fail the inspection and require part replacement. Vehicles (both dealer inventory and customer owned) that pass this inspection procedure should be closed using the “Inspect Only – Vehicle Passed Inspection (No Further Action Required)” labor code 9106479.

Vehicles in dealer inventory: Vehicles in dealer inventory that do not pass the inspection procedure contained in this bulletin **cannot be sold or delivered to the customer**. When the required parts become available, a revision will be made to this bulletin, at which time those vehicles can be repaired, closed, and delivered. All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes unless the vehicle has passed the inspection procedure contained in this bulletin.

Customer-owned vehicles: If a customer inquires about this safety recall, advise the customer an inspection procedure is available. If a customer—owned vehicle passes the inspection procedure contained in this bulletin, the customer should be advised that their vehicle has passed and there is no need to return their vehicle to the dealership for service under this recall. If the vehicle does not pass the inspection procedure, advise the customer that parts are not available at this time, and offer courtesy transportation options to them. See General Motors Service Policies and Procedures Manual or Warranty Administration Bulletin 17-NA-073: Field Action Courtesy Transportation Policy for further information. Further advise the customer that GM is working to obtain the parts necessary to complete the recall repairs and will send the customer a letter when parts are available.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2022	2023		
GMC	Terrain	2022	2022		

Involved vehicles are marked “Incomplete, Remedy Not Available” 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 2022 – 2023 model year Chevrolet Equinox and 2022 model year GMC Terrain vehicles equipped with power driver seats that are not equipped with memory function. The driver seats in these vehicles may have a stripped or loose bolt at the seat frame height-adjust pivot. If the seat frame height-adjust pivot bolt comes out of the pivot joint, the seat structure may have reduced ability to restrain the occupant in a crash, increasing the risk of injury.
Correction	Dealers will inspect driver seats and replace seat cushion frames if necessary.

Parts

It is estimated that a very small percentage of the involved vehicles will fail the inspection and require part replacement. For those vehicles that do not pass the inspection, the bulletin will be updated when the remedy and required parts become available, at which time those vehicles can be repaired. No parts are required for this inspection procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106479	Inspect Only – Vehicle Passed Inspection (No Further Action Required)	0.3	ZFAT	N/A
9106481	Inspect Only – Vehicle Did Not Pass Inspection and Will Require Repair – claim submission will not close field action	0.3		

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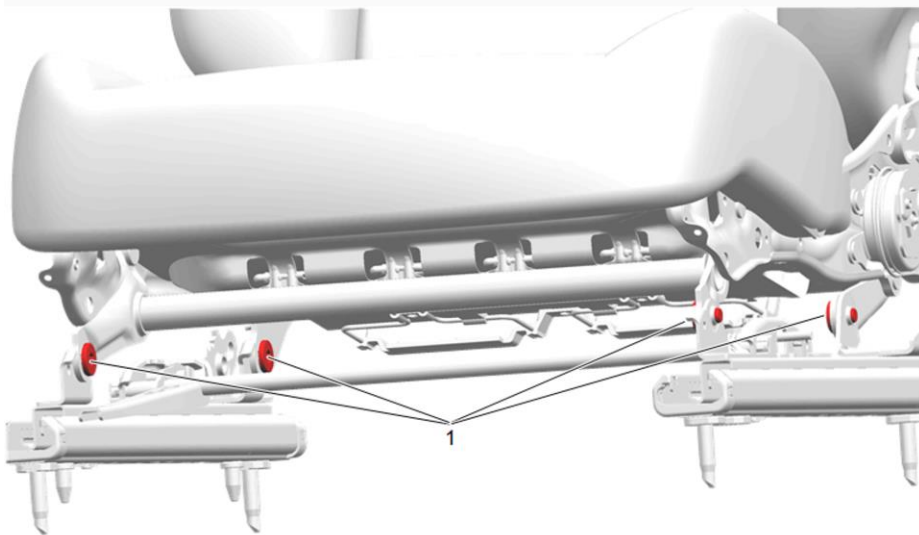


Service Procedure



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1. Adjust the driver's seat to the highest upward and most rearward position, as shown above.

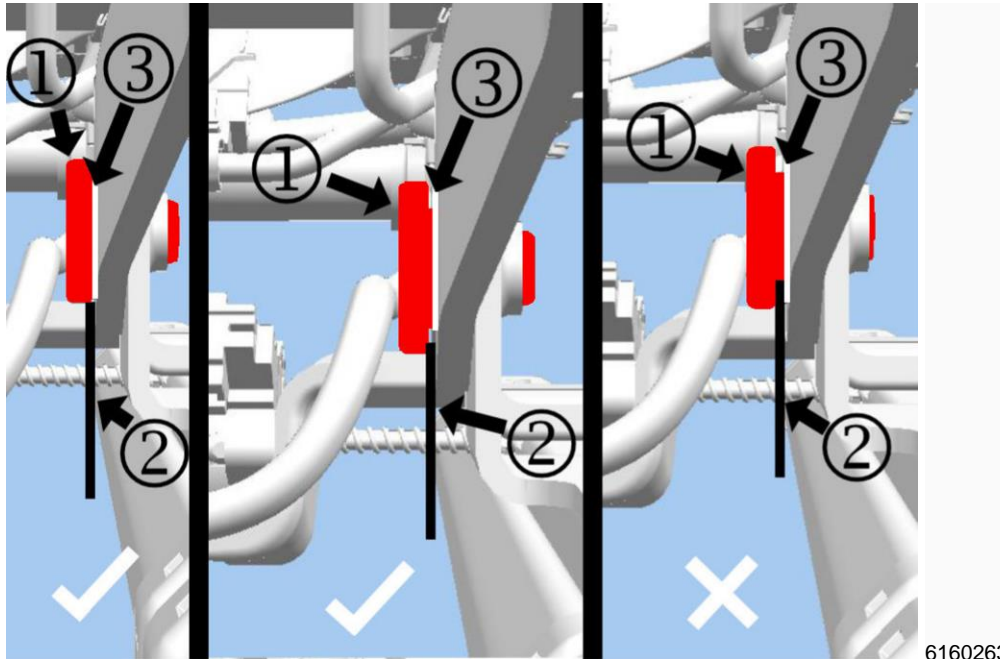


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2. Locate the four Front Seat Vertical Adjuster Bracket Bolts (1), shown above.
 - If all four bolts are in place, proceed to step 3.
 - If any of the four bolts are missing and the vehicle is in dealer inventory, hold the vehicle until remedy parts become available. Proceed to step 6.
 - If any of the four bolts are missing and the vehicle is customer owned, place customer into a rental/loaner vehicle until remedy parts are available. See *General Motors Service Policies and Procedures Manual* or *Warranty Administration Bulletin 17-NA-073: Field Action Courtesy Transportation Policy* for further information. Proceed to step 6.

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Note: The gap is considered good if the feeler gauge can fit as shown in the center image of the graphic above but cannot go in far enough to touch the shaft of the bolt. The feeler may touch the outside diameter of the bushing, as shown in the center image of the graphic above but should not pass between the head of the bolt and the bushing flange, touching the shaft of the bolt as shown in the right image of the graphic above.

3. On all four bolts, check the gap between the Front Seat Vertical Adjuster Bracket Bolts (1) and the Front Seat Cushion Frame Bushing (3) using a 0.25 mm (0.010 inch) feeler gauge (2) as shown above.
 - If the gap is less than 0.25 mm (0.010 Inch) on all four bolts, shown in the left and center image of the graphic above, proceed to step 5.
 - If the gap is 0.25 mm (0.010 Inch) or more on any of the four bolts, shown in the right image of the graphic above, proceed to step 4.
4. Inspect the failed bolts for cross threading.
 - If no cross threading is found, proceed to step 5.
 - If cross threading is found and the vehicle is in dealer inventory, hold the vehicle until remedy parts become available. Proceed to step 6.
 - If cross threading is found and the vehicle is customer owned, place customer into a rental vehicle until remedy parts are available. See *General Motors Service Policies and Procedures Manual* or *Warranty Administration Bulletin 17-NA-073: Field Action Courtesy Transportation Policy* for further information. Proceed to step 6.

Caution: Minimize torque over-shoot. Too high of torque can strip the threads of a good bolt.

5. Torque all four bolts to 39 Nm (20 lb ft).
 - If all four bolts achieve torque, proceed to step 6.
 - If any of the four bolts can't achieve torque and the vehicle is in dealer inventory, hold the vehicle until remedy parts become available. Proceed to step 6.
 - If any of the four bolts do not achieve torque and the vehicle is customer owned, place customer into a rental vehicle until remedy parts are available. See *General Motors Service Policies and Procedures Manual* or *Warranty Administration Bulletin 17-NA-073: Field Action Courtesy Transportation Policy* for further information. Proceed to step 6.
6. Return the seat to the original location.

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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/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. 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 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.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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