Safety Recall

N262576830 Front Seat Back Frame Not Properly Welded

Release Date: October 2026 **Update:** 00

Attention: **Please note: There are only 6 VINs involved in this Safety Recall. They are below:**

1GNEVGKS2TJ217960

1GNERGKS6TJ217674

1GNEVJKS1TJ217669

1GKENNKS4TJ219338

1GKENRKSXTJ217732

1GKENLKS4TJ217738

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.

Investigate Vehicle History (IVH) in the GM Global Warranty Management system MUST always be checked to confirm vehicle involvement and MUST be in OPEN status prior to beginning any required inspections and/or repairs. DO NOT use Service Information with VIN search, as it will not verify the VIN eligibility for field actions.

Make	Model	Model Year	
		From	To
Chevrolet	Traverse	2026	2026
GMC	Acadia	2026	2026

Investigate Vehicle History (IVH) in the GM Global Warranty Management system MUST always be checked to confirm vehicle involvement and MUST be in OPEN status prior to beginning any required inspections and/or repairs. DO NOT use Service Information with VIN search, as it will not verify the VIN eligibility for field actions.

Condition	General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2026 model year Chevrolet Traverse and GMC Acadia vehicles. The driver or front passenger seat in these vehicles may not have been properly welded where the seat back recliner pivot mechanism attaches to a bracket on the seat frame. Seats with improper welds may not perform as intended in a crash, increasing the risk of injury.
Correction	Dealers will replace the driver or front passenger seat back frames.

Parts

Quantity	Part Name	Part No.
1	FRAME, F/SEAT BK	13562378

Important: As you perform the following service procedure steps make sure you properly replace any/all of the single use parts per Service Information (SI). Reference GM Parts Connect in accordance with the vehicle VIN for proper part number applications.

If you have one of the involved vehicles, you must place a CSO order and add a SPAC case with the appropriate VIN. Due to limited inventory, VIN Verification will be conducted on the vehicle identification number you input and if it isn't an OPEN Recall in IVH then the order will be cancelled daily. All orders except SPAC will be cancelled.

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
9108639	Front Seat Back Frame Replacement	2.1	ZFAT	N/A

Note: The above labor time is published directly from the Labor Time Guide.

Service Procedure

Important: As you perform the following service procedure steps make sure you properly replace any/all of the single use parts per Service Information (SI). Reference GM Parts Connect in accordance with the vehicle VIN for proper part number applications.

VIN	Front Seat Back Frame Side
1GNEVGKS2TJ217960	LH – Driver Side
1GNERGKS6TJ217674	LH – Driver Side
1GNEVJKS1TJ217669	LH – Driver Side
1GKENNKS4TJ219338	RH – Passenger Side
1GKENRKSXTJ217732	RH – Passenger Side
1GKENLKS4TJ217738	RH – Passenger Side

Refer to the table above, replace the appropriate Front Seat Back Frame. Refer to *Front Seat Back 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 Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation 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 recall 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 recall 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

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or GWM Field Action Batch Search Report. The Inventory tab of the dealer reports will contain VINs that apply to this field action. 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 field action may be a violation of law in several states.

Courtesy Transportation

USA - For repairs covered under this Field Action, Courtesy Transportation can be made available ONLY if the customer/vehicle qualify for Courtesy Transportation per Bulletin 07-00-89-037.

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. Refer to the most current Home Office Letter (YYYY-604) on the Courtesy Transportation Program for details.

Customer Notification

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

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