



Service Bulletin

File in Section: -

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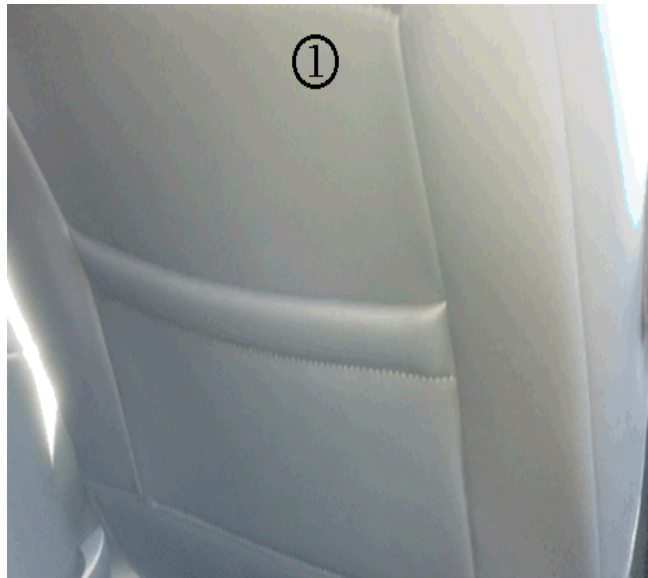
PRELIMINARY INFORMATION

Subject: Information on Seat Back of Driver and Passenger Front Seats Not Matching

Models: 2013 Buick Encore

Condition/Concern

Some customers may comment that the seat back on the driver and passenger front seats do not match.



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This occurs by design, with the driver non-folding seat (1) having a soft trim back cover and the passenger seat (2) having a hard plastic back trim for protective purposes, due to its ability to fold flat.

Recommendation/Instructions

This is a normal condition and NO parts should be replaced as an attempted correction.

Customer Information

Please communicate to the customer this is a normal condition of their vehicle. Please share this information with the customer, including a copy of this message.