



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory Vehicles Only
Seatback Movement

MODELS: 2014 Chevrolet Silverado
2014 GMC Sierra
1500 Series Equipped with Manual Reclining Seatback

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.

This service update involves vehicles in dealer inventory only.

PURPOSE

This bulletin provides a service procedure to adjust the seatback recliner mechanism, if necessary, on **certain** 2014 Chevrolet Silverado and GMC Sierra 1500 series vehicles, equipped with a manual reclining seatback. On some of these vehicles, either front seat may display seatback movement.

This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible and before they are sold.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

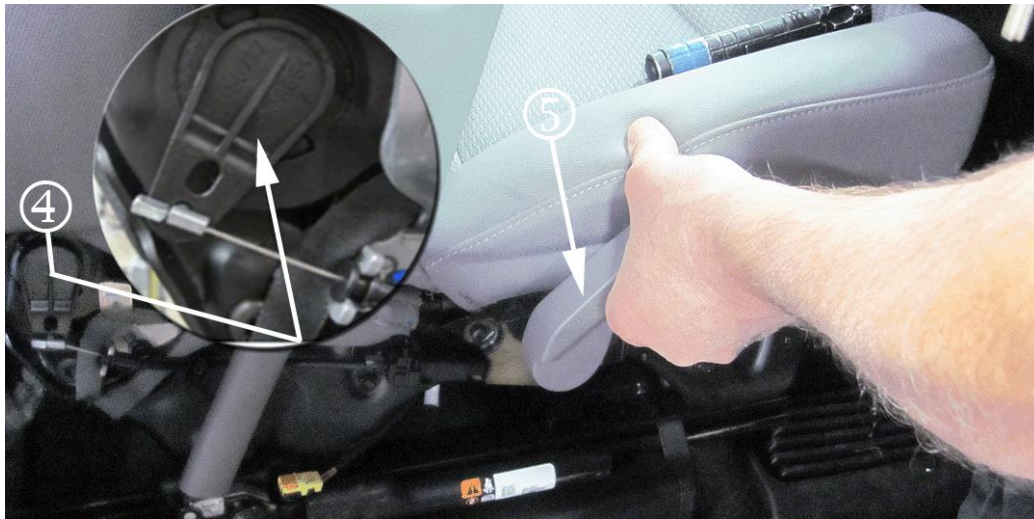
Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin.

PART INFORMATION

No parts are required for this update.

SERVICE PROCEDURE

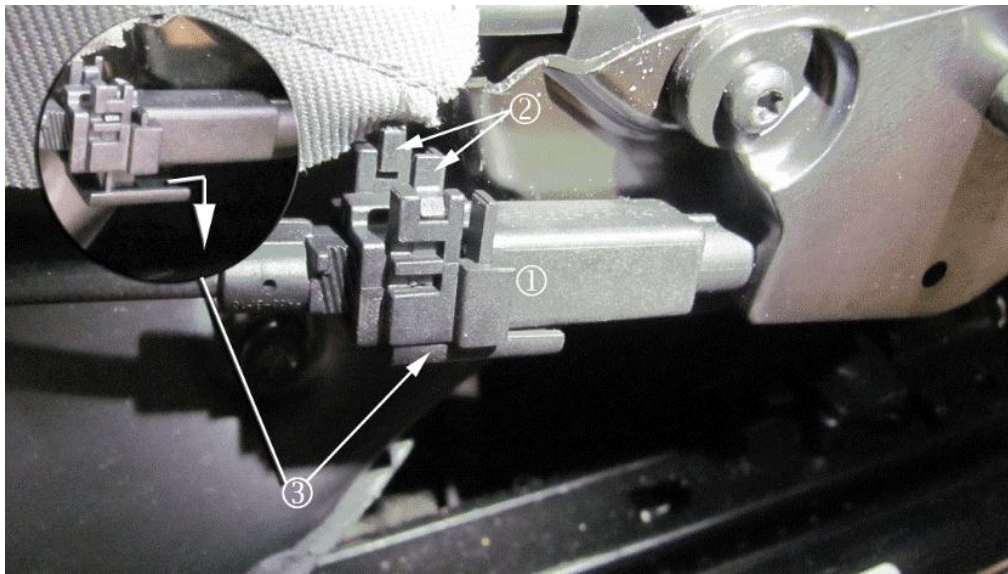
1. Determine if the front driver and passenger seats are 8-way power seats or 2-way manual seats. Reset the recliner cable adjustment on seats equipped with the 2-way manual recliner option by proceeding to step 2.
2. It is important to ensure that the recliners are fully locked when adjusting the cable. To ensure the recliners are fully locked follow steps 2.1-2.5.
 - 2.1 Lift the recliner handle and allow the seatback to come to the full forward position (Caution: seatback may come forward forcefully.)
 - 2.2 Release the recliner handle
 - 2.3 Gently push the seatback rearward until it locks in its first position.
 - 2.4 Shake the seatback forward and rearward at least 3 times to verify it is fully locked.
 - 2.5 Make sure the recliner lever is not moved/bumped/nudged out of position during the adjustment process.



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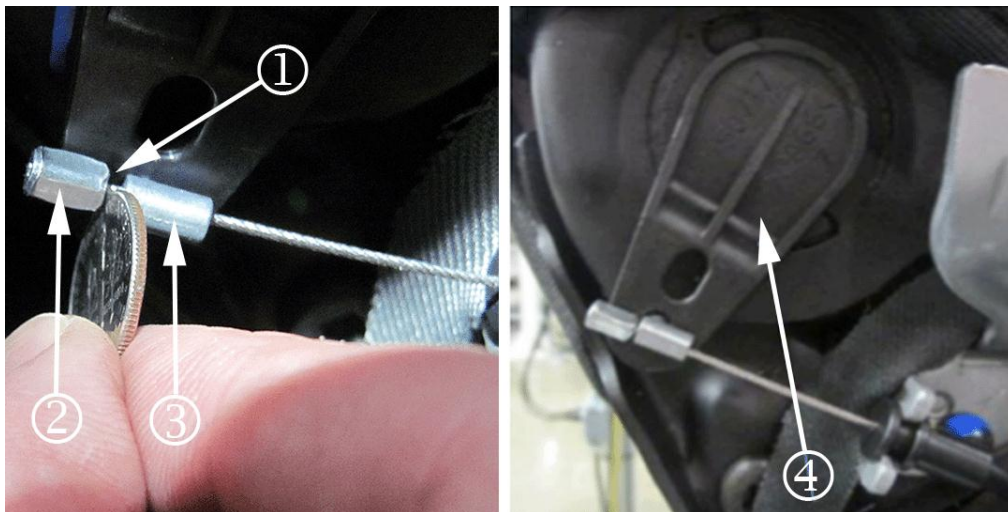
(4) Recliner Lever (5) Recliner Handle

3. Remove the front seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement*.
4. Locate the recliner cable adjuster (1).



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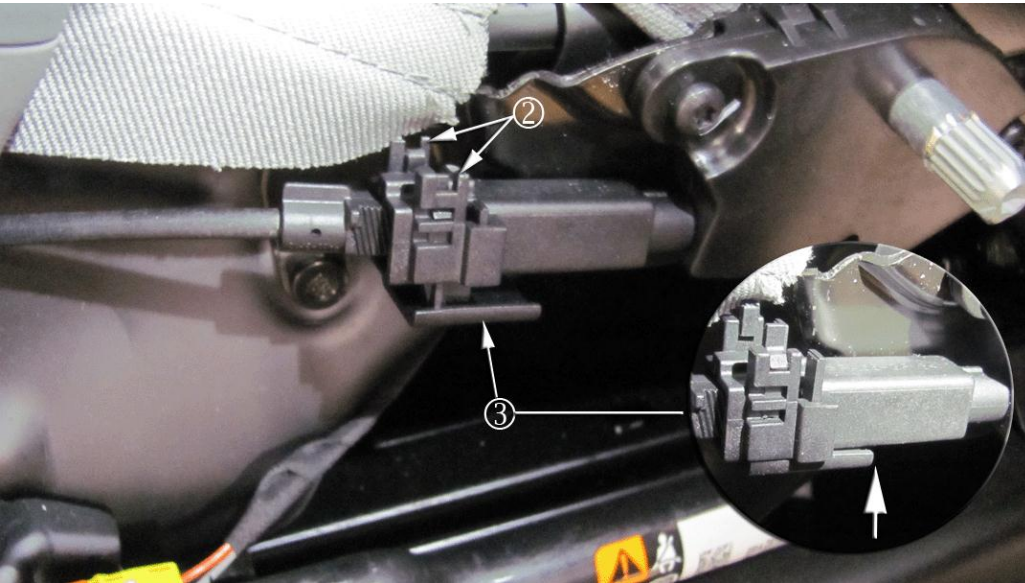
5. Squeeze the recliner cable adjuster tabs (2) and push on the recliner cable adjuster pad (3) to unlock the recliner cable adjuster (1). Unlocking the adjuster will permit the cable to be adjusted.



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(1) End Gap (2) Ferrule (3) Z-Fitting (4) Recliner Lever

6. Insert a dime into the cable end gap.
7. While holding the dime in place, adjust the play in the cable so the ferrule, the dime and the Z-fitting are gently touching. Make sure the recliner lever is not moved/bumped/nudged out of position during the adjustment process.



8. Push the recliner cable adjuster pad (3) to lock the recliner cable adjuster. Remove the dime. The adjusting process is now complete.

Note: The cable end gap may increase or decrease a small amount once the recliner cable adjuster is placed in the lock position.



9. Verify the cable adjustment was successful: Temporarily place recliner handle onto the recline spline and perform steps 9.1-9.4.

9.1 Lift the recliner handle and allow the seatback to come to the full forward position.

Caution: The seatback may come forward forcefully.

9.2 Release the recliner handle.

9.3 Gently push the seatback rearward until it locks in its first position.

- 9.4 Shake the seatback forward and rearward at least 3 times to verify it is fully locked. There should be no movement of the seatback beyond a small amount of lash, and no ratcheting sound.
- If the seat remained locked in position after performing steps 9.1-9.4, proceed to step 10.
 - If the seat did NOT remain locked in position after performing steps 9.1-9.4, go back to step 2 to re-adjust the recliner cable. Perform steps 9.1-9.4 after adjusting the recliner cable.
10. Perform the final verification by completing steps 10.1-10.8.
- 10.1 Lift the recliner handle and adjust the seat back to a reclined position.
- 10.2 Release the recliner handle.
- 10.3 Grab both sides of the top of the seat and push rearward, then pull forward and then push rearward again to verify the seatback is fully locked. There should be no movement of the seatback beyond a small amount of lash, and no ratcheting sound.
- 10.4 Push the outboard top corner of the seat back rearward firmly.
- 10.5 Push the inboard top corner of the seat back rearward firmly.
- 10.6 Push the outboard top corner of the seat back rearward firmly.
- 10.7 There should be no movement of the seatback beyond a small amount of lash, and no ratcheting sound during steps 10.3-10.6.
- 10.8 There must be clearance between the ferrule and Z-fitting. The cable must not have tension.
- If the seat is OK in steps 10.7 and 10.8, remove the recliner handle and proceed to step 11.
 - If there was movement of one or both sides of the seat or a ratcheting sound, or no clearance between the ferrule and the Z-fitting, go back to step 2 and re-adjust the recliner cable. Perform steps 10.1-10.8 after adjusting the recliner cable.
11. Install the front seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement*.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

| Labor Code | Description | Labor Time |
|------------|---------------------------------------|------------|
| 9100174 | Adjust Seat Recliner Cable (one seat) | 0.3 |
| | Add: Second Seat | 0.2 |

DEALER PROGRAM RESPONSIBILITY

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle.



GM CUSTOMER CARE AND AFTERSALES
DCS3056
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 27, 2013

Subject: 13310 – Service Update Bulletin
Seatback Rattle

Models: 2014 Chevrolet Silverado and GMC Sierra 1500 Equipped with
Manual Reclining Seatback

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

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.

General Motors is announcing Service Update Bulletin 13310 today. The total number of U.S. vehicles involved is approximately 23,000. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated early next week. Please hold warranty transactions until VINs appear in IVH.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES