GM Bulletin No.: 13310A
Date: October 2013

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

The attached bulletin has been revised to include an inspection procedure. Please discard all copies of bulletin 13310.

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 inspect and, if necessary, adjust the seatback recliner mechanism 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.

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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

Front seatback lumbar handles, if needed, are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

SERVICE PROCEDURE

Seat Inspection

1. Determine if the front driver and passenger seats are 8-way power seats or 2-way manual seats. Perform the seat inspection 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.

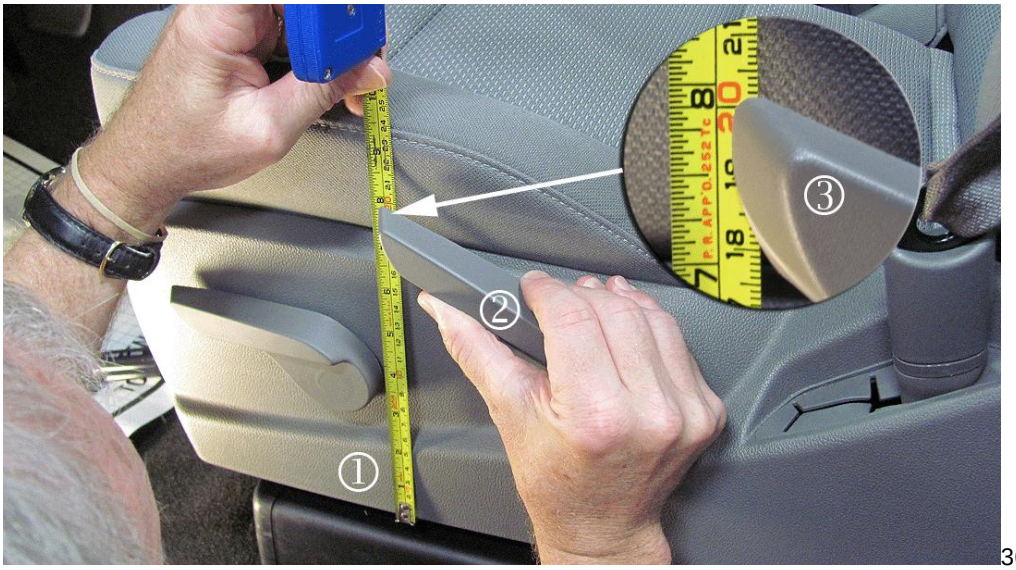
   2.1 Lift the recliner handle and allow the seatback to come to the full forward position (Caution: seatback may come forward forcefully.)

   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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3. Using a tape measure, measure the travel of the recliner handle. Follow steps- 3.1-3.4.

   3.1 Route the tape measure from the bottom of the front seat cushion outer finish cover (1) upward and behind the recliner handle (2) as shown in the photograph.

   3.2 Ensure your sight line is eye level with the tape measure and recliner handle.

3.3 Turn the recliner handle upward to the top position of the handle.

3.4 Measure where the top of the handle (3) intersects with the measuring tape.

- If the seatback moves BEFORE 202 mm (7.95 in), proceed to the *Recliner Cable Adjustment* procedure in this bulletin.
- If the seatback does NOT move before the top of the recliner handle reaches the 202 mm (7.95 in) specification, no further action is required.

Recliner Cable Adjustment

1. It is important to ensure that the recliners are fully locked when adjusting the cable. To ensure the recliners are fully locked follow steps 1.1-1.5.

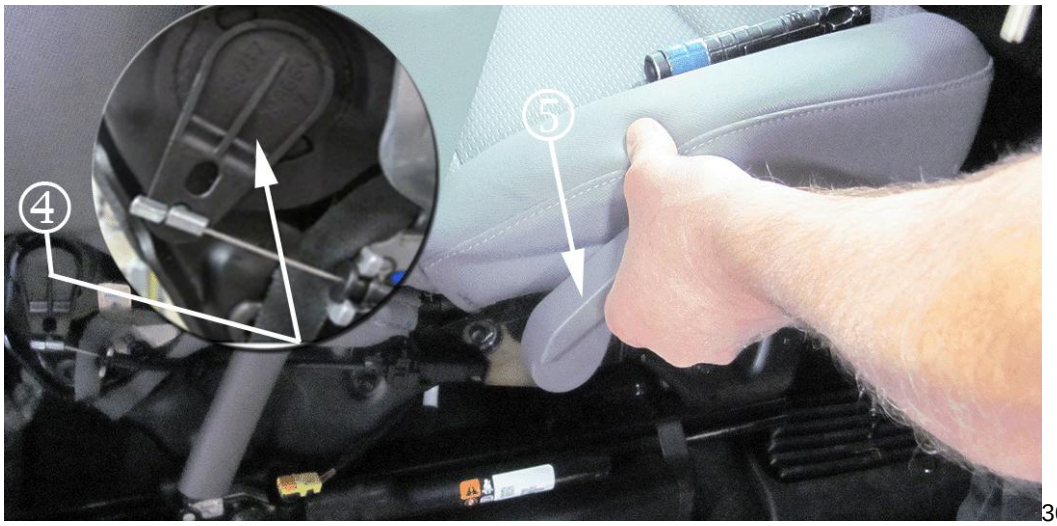
   1.1 Lift the recliner handle and allow the seatback to come to the full forward position (Caution: seatback may come forward forcefully.)

   1.2 Release the recliner handle

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

   1.4 Shake the seatback forward and rearward at least 3 times to verify it is fully locked.

   1.5 Make sure the recliner lever is not moved/bumped/nudged out of position during the adjustment process.



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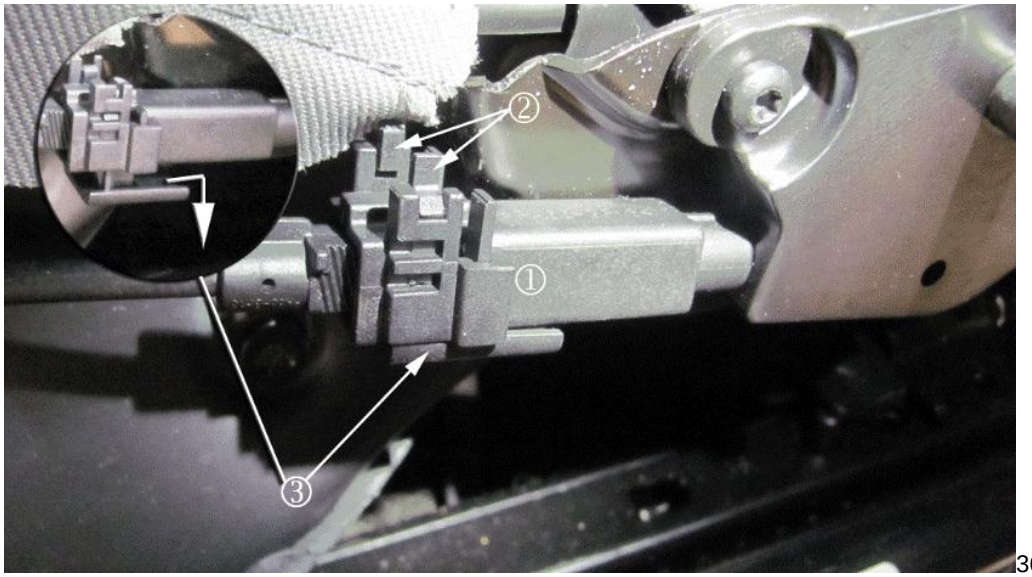
(4) Recliner Lever (5) Recliner Handle

2. Remove the front seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement.* If the driver seat is equipped with the manual lumbar option, refer to *Driver Seat Manual Lumbar Option* in this bulletin.

3. Locate the recliner cable adjuster (1).



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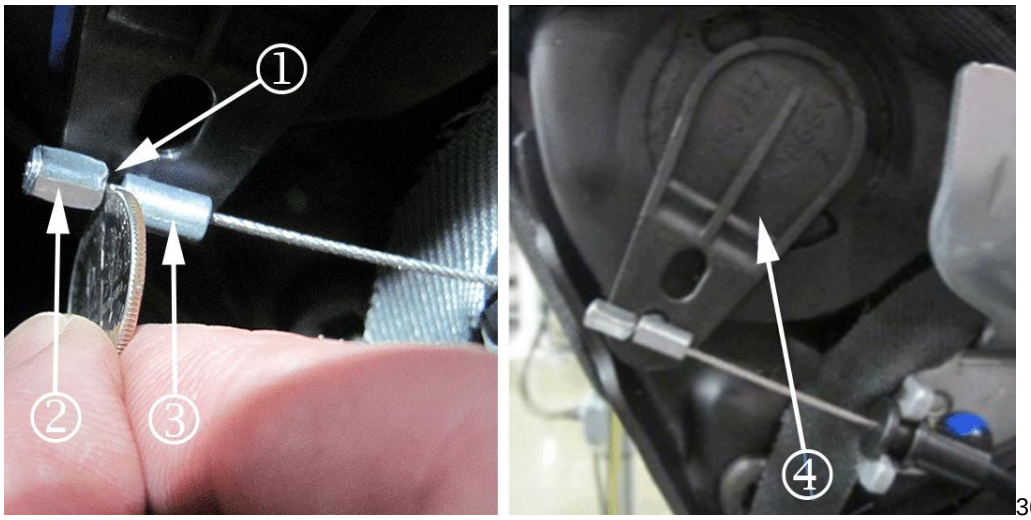
4. Squeeze the recliner cable adjuster tabs (2) and push on the recliner cable adjuster pad (3) to unlock the recliner cable adjuster (1). Unlocking the adjuster will permit the cable to be adjusted.



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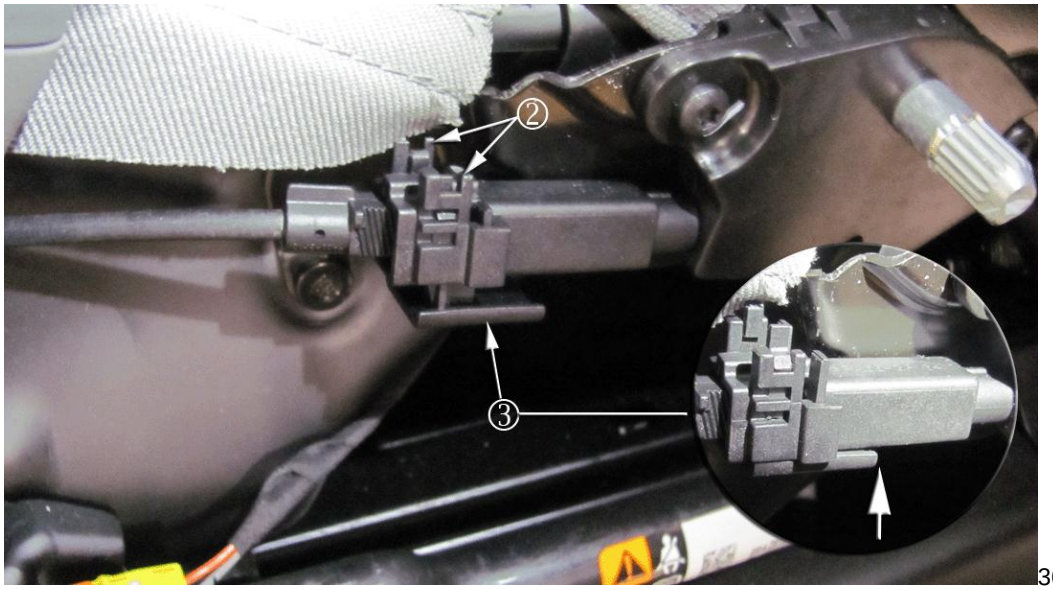
(1) End Gap (2) Ferrule (3) Z-Fitting (4) Recliner Lever

5. Insert a dime into the cable end gap.
6. 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.



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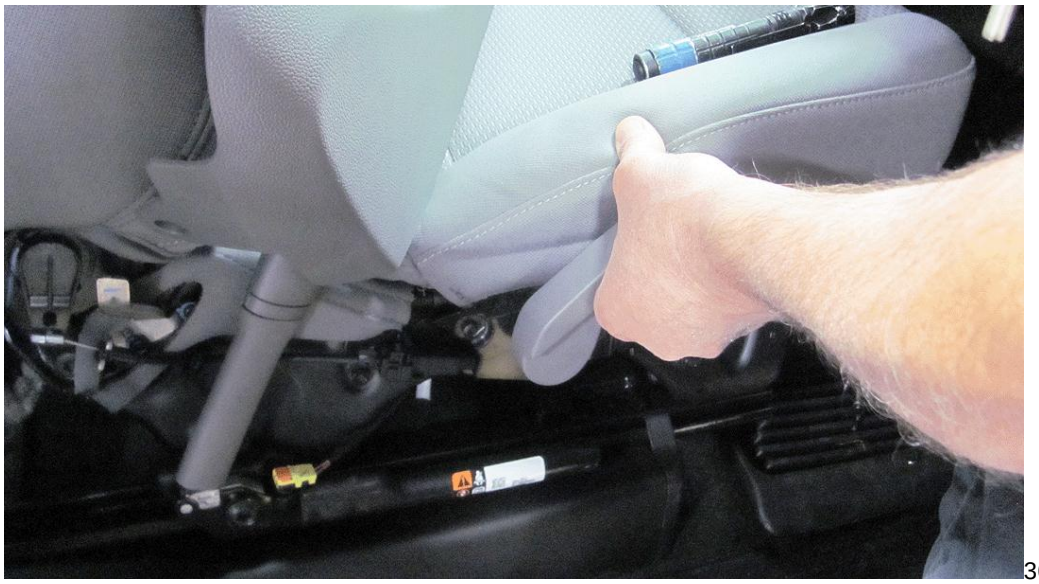
7. Push the recliner cable adjuster pad (3) to lock the recliner cable adjuster. Remove the dime. The adjusting process is now complete.

Note: The cable end gap may increase or decrease a small amount once the recliner cable adjuster is placed in the lock position.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8. Verify the cable adjustment was successful: Temporarily place recliner handle onto the recline spline and perform steps 8.1-8.4.

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

Caution: The seatback may come forward forcefully.

   8.2 Release the recliner handle.

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

8.4 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 8.1-8.4, proceed to step 9.
- If the seat did NOT remain locked in position after performing steps 8.1-8.4, go back to step 2 to re-adjust the recliner cable. Perform steps 8.1-8.4 after adjusting the recliner cable.

9. Perform the final verification by completing steps 9.1-9.8.

9.1 Lift the recliner handle and adjust the seat back to a reclined position.

9.2 Release the recliner handle.

9.3 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.

9.4 Push the outboard top corner of the seat back rearward firmly.

9.5 Push the inboard top corner of the seat back rearward firmly.

9.6 Push the outboard top corner of the seat back rearward firmly.

9.7 There should be no movement of the seatback beyond a small amount of lash, and no ratcheting sound during steps 9.3-9.6.

9.8 There must be clearance between the ferrule and Z-fitting. The cable must not have tension.

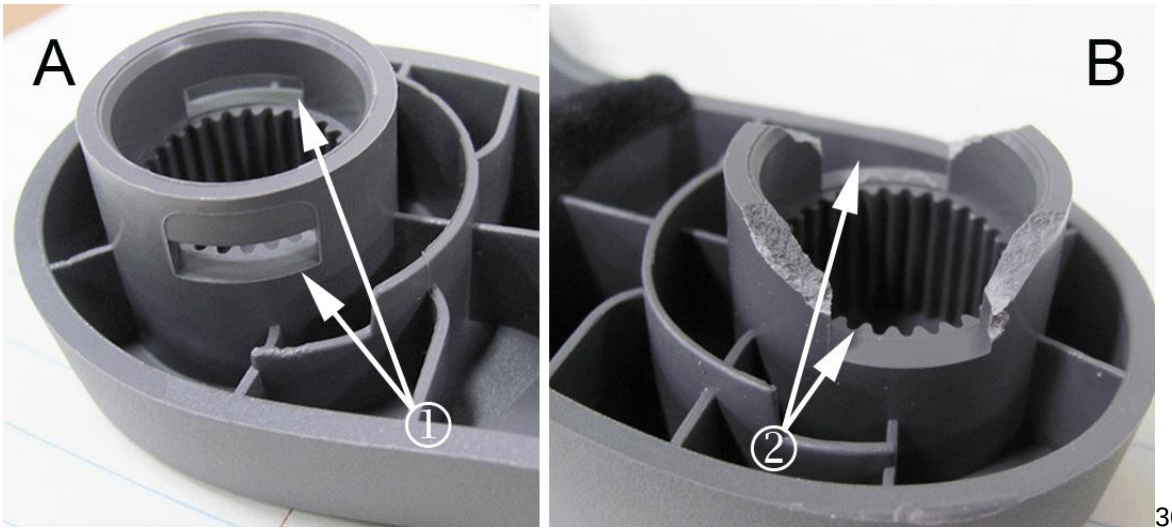
- If the seat is OK in steps 9.7 and 9.8, remove the recliner handle and proceed to step 10.
- If there was movement of one or both sides of the seat or a ratcheting sound, or no clearance between the ferrule and the Z-fitting, go back to step 2 and re-adjust the recliner cable. Perform steps 9.1-9.8 after adjusting the recliner cable.

10. Install the front seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement.*

Driver Seat with Manual Lumbar Option

Note: Driver seats equipped with a manual lumbar handle will require a new handle. The manual lumbar handle must be broken off to remove the front seat cushion outer finish cover. Follow the instructions in SI to remove the front seat cushion outer finish cover. Use the procedure below to remover the manual lumbar handle.

1. Insert a flat-blade screw driver into the manual lumbar handle collar slot.



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Note: There are two slots (1) on the handle collar. BOTH slots (1) must be broken to remove the handle. Refer to the photograph. Portion 'A' of the photograph shows the unbroken slots (1). Portion 'B' of the photograph shows the two broken slots (2).

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Caution: Do NOT twist the screw driver in the slot to avoid damaging lumbar spline and locating tab. Carefully pry inward with the screw driver until the slot breaks to avoid damaging the front seat cushion outer finish cover.

2. Using a flat-blade screw driver, pry inward toward the front seat cushion outer finish cover to snap the slot on the handle collar.
3. After completing the *Recliner Cable Adjustment* procedure and installing the front seat cushion outer finish cover, install a new manual lumbar handle.

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
9100184	Seat Inspection (no further action required)	0.2
9100174	Adjust Seat Recliner Cable (one seat) (inc. seat inspect)	0.4
	Add: Second Seat	0.2
	Add: Driver Manual Lumbar	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 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.

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URGENT - DISTRIBUTE IMMEDIATELY

Date: October 1, 2013

Subject: 13310A – Service Update for Inventory Vehicles Only
Seatback Movement
Revised Service Procedure

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

Bulletin 13310A has been revised to include an inspection procedure. Please discard all copies of bulletin 13310.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES