



# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT: Manual Seatback Recliner Lever**

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

This bulletin has been revised to include a copy of the customer letter. Please discard all copies of bulletin 13323.

**Stop delivery of all involved vehicles until the repair contained in this bulletin has been performed on the vehicle. 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.**

### CONDITION

General Motors has decided that certain 2014 model year Chevrolet Silverado and GMC Sierra 1500 Series vehicles, equipped with a manual reclining seatback, fail to conform to Federal/Canada Motor Vehicle Safety Standard 202a for head restraints. On some of these vehicles, either front seat may display seatback movement. If the vehicle is struck from behind, the head restraint may not meet the dynamic performance requirements, which could increase the risk of injury.

### CORRECTION

Dealers are to inspect the seatback recliner mechanism and make any necessary adjustments.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

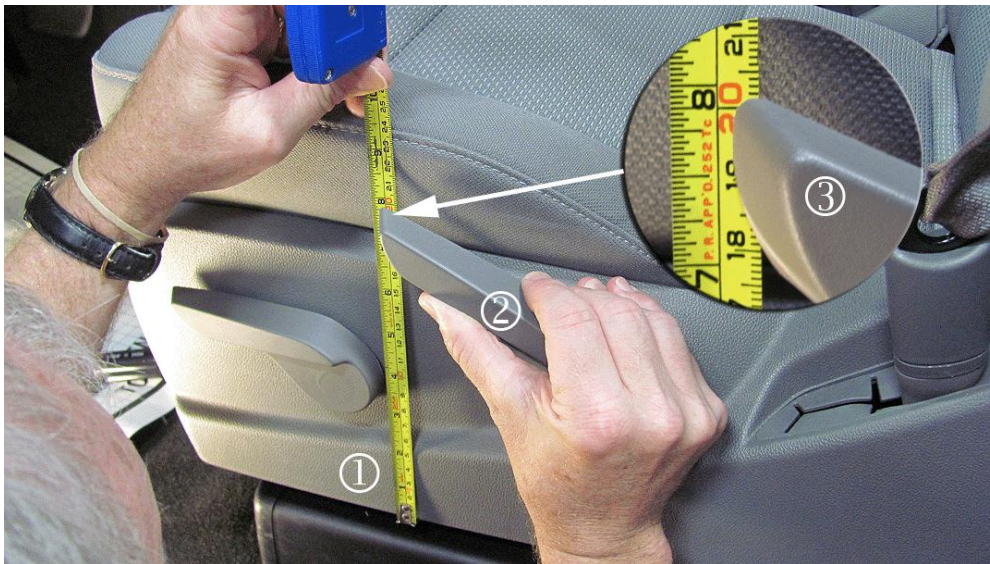
### PART INFORMATION

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**

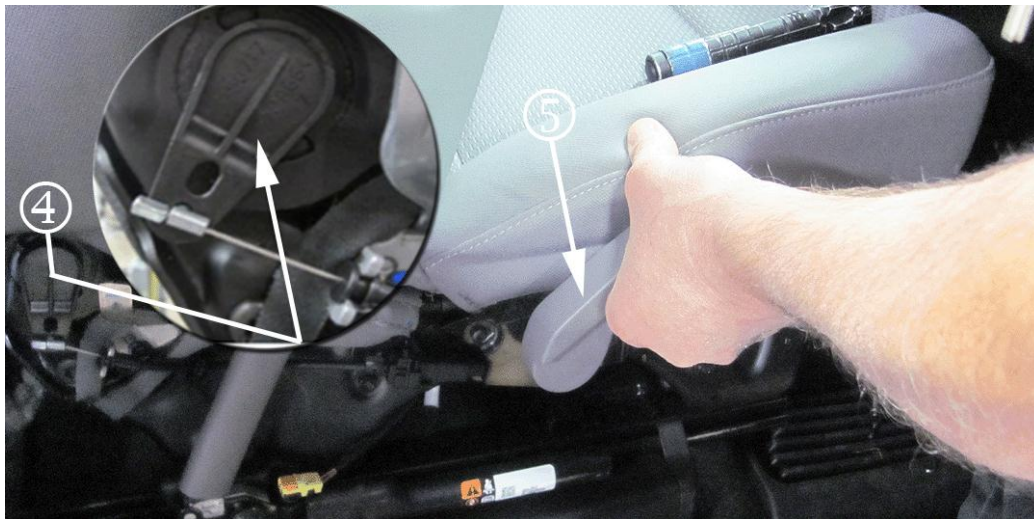
1. Determine if the front driver and passenger seats are 8-way power seats or 2-way manual seats. Perform the seat inspection on seats equipped with the 2-way manual recliner option by proceeding to step 2.
2. It is important to ensure that the recliners are fully locked when adjusting the cable. To 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.



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.

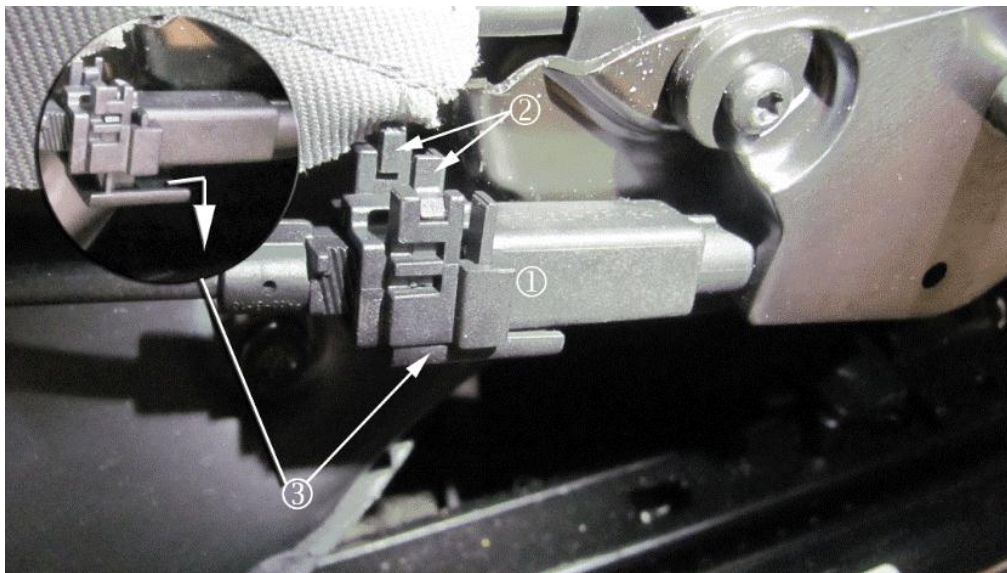
### **Recliner Cable Adjustment**

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.

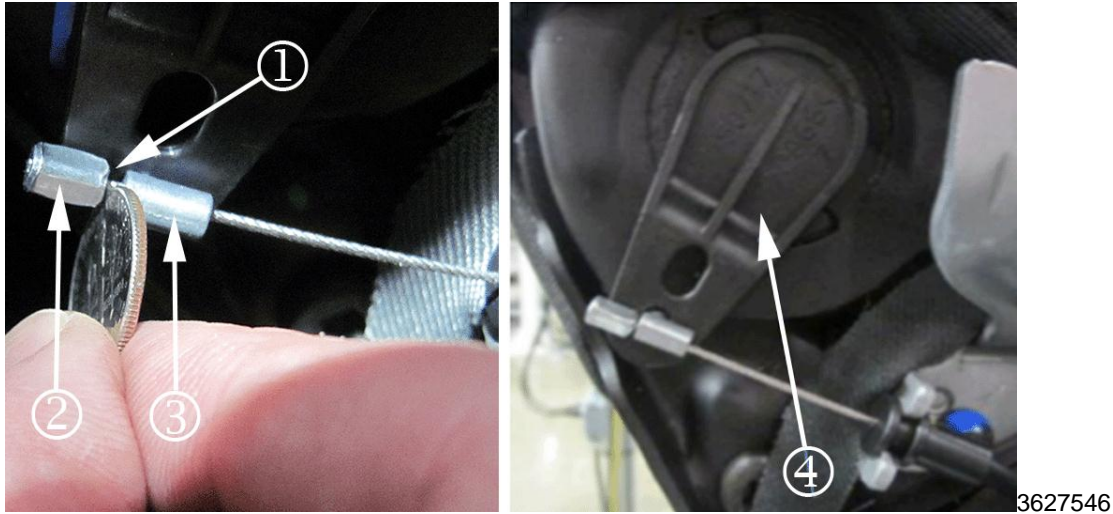


(4) Recliner Lever (5) Recliner Handle

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).

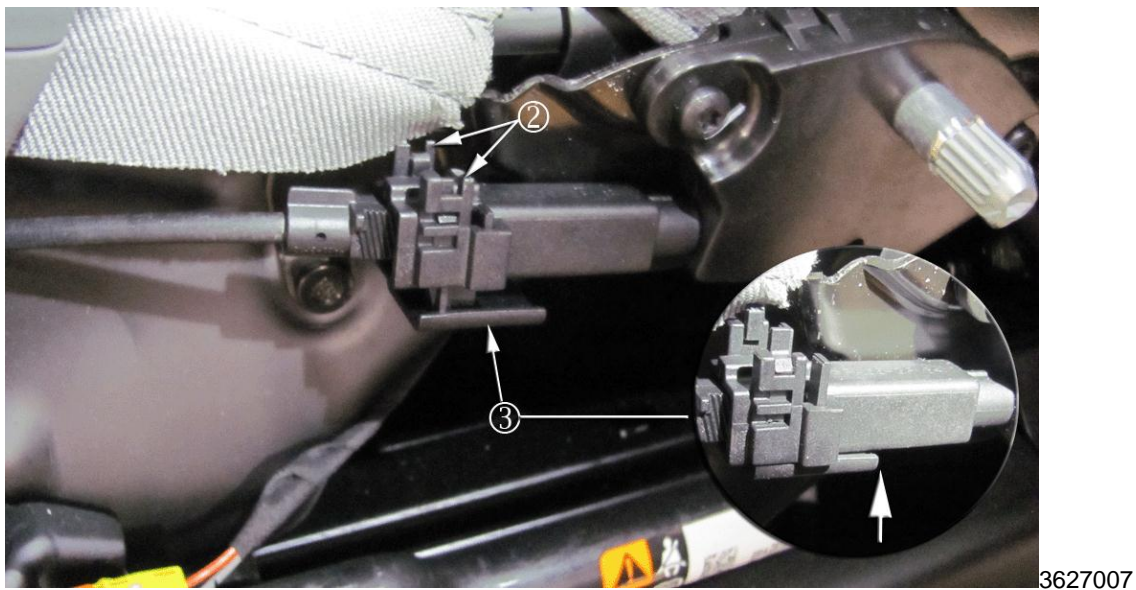


4. Squeeze the recliner cable adjuster tabs (2) and push on the recliner cable adjuster pad (3) to unlock the recliner cable adjuster (1). Unlocking the adjuster will permit the cable to be adjusted.



**(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.



- 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.

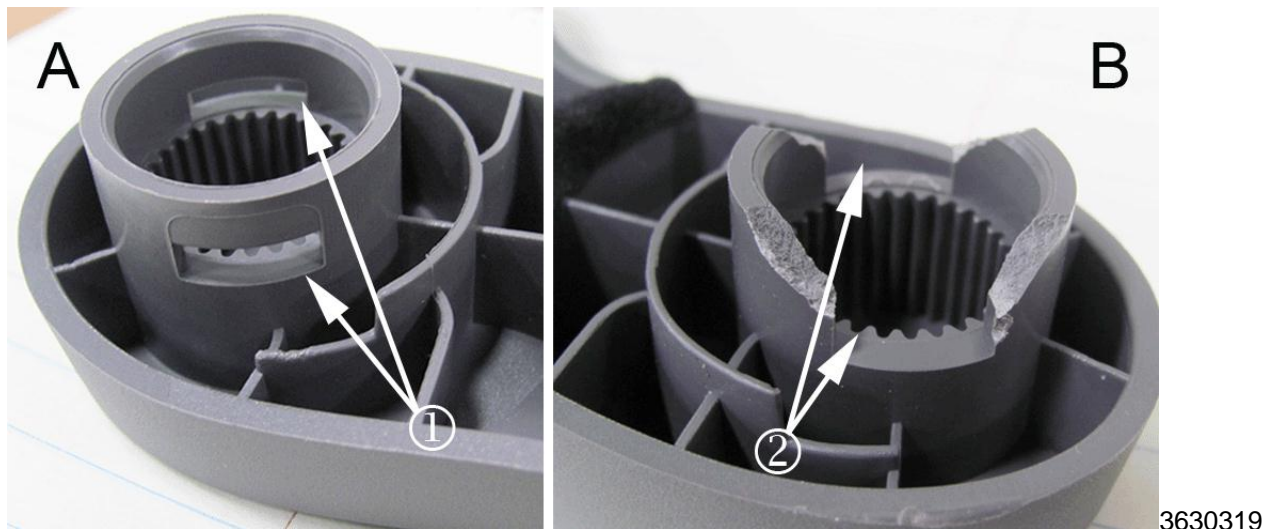
- 9.8 There must be clearance between the ferrule and Z-fitting. The cable must not have tension.
- If the seat is OK in steps 9.7 and 9.8, remove the recliner handle and proceed to step 10.
  - If there was movement of one or both sides of the seat or a ratcheting sound, or no clearance between the 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 remove the manual lumbar handle.

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



**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.

#### COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

#### WARRANTY TRANSACTION INFORMATION

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

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9100185	Seat Inspection (no further action required)	0.2
9100186	Adjust Seat Recliner Cable (one seat) (inc. seat inspect)	0.4
	Add: Second Seat	0.2
	Add: Driver Manual Lumbar	0.2



CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US 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.

**This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.**

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing 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.



**We Support  
Voluntary Technician  
Certification**

October 2013

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2014 model year Chevrolet Silverado and GMC Sierra 1500 Series vehicles, equipped with a manual reclining seatback, fail to conform to Federal/Canada Motor Vehicle Safety Standard 202a for head restraints. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## I M P O R T A N T

- Your vehicle is involved in recall 13323.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

Either front seat in your vehicle may display seatback movement. If the vehicle is struck from behind, the head restraint may not meet the dynamic performance requirements, which could increase the risk of injury.

### What will we do?

Your GM dealer will inspect the seatback recliner mechanism and make adjustments, if necessary. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and, if necessary, service correction time of approximately 15 to 50 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney  
General Director,  
Customer and Relationship Services

GM Recall #13323