



Service Bulletin

PRELIMINARY INFORMATION

Subject: Seat Belt Webbing/Latch Plate Becomes Twisted

Models: 2011-2014 Buick Enclave, LaCrosse, Regal
2011-2013 Cadillac CTS Sedan
2011-2014 Cadillac CTS Coupe and Wagon, SRX
2013 Cadillac XTS
2011-2013 Chevrolet Malibu
2011-2014 Chevrolet Equinox, Traverse, Volt
2012-2014 Chevrolet Sonic
2011-2014 GMC Acadia, Terrain

This PI has been revised to add the 2014 Model Year. Please discard PI0388C.

Condition/Concern



As shown in the graphic above, some customers may comment that the driver or passenger side seat belt is twisted or the latch plate is facing backward on the webbing. Note that the tip of the latch plate is **incorrectly** positioned outboard of the webbing when stowed.

The slot in the latch plate is opened enough to allow it to slide freely on the seat belt. The opening also allows the seat belt webbing to twist in the latch plate.

Recommendation/Instructions

Do not replace the seat belt retractor assembly. The latch plate can be repositioned properly on the webbing by following the steps below:



Note: It is easiest if the webbing is folded outward, toward the plastic cover, and not toward the metal bar.

1. Fold the webbing over onto itself above the latch plate.



2. Grasp the latch plate and push the plate upward over the fold until the twist is removed.



3. When corrected, the latch plate should be in the orientation shown in the graphic above.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time

6480008*	Reposition Front Seat Belt Latch Plate, One or Both	0.2 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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