



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Incomplete Weld on the Seat Hook Bracket Assembly

MODELS: 2013-2014 Buick Encore
2013-2014 Cadillac ATS
2014 Cadillac CTS, ELR
2013-2014 Chevrolet Trax
2014 Chevrolet SS, Caprice
2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500
2015 Chevrolet Silverado 2500/3500 HD
2015 GMC Sierra 2500/3500 HD

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.

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 a defect which relates to motor vehicle safety exists in the vehicles in the above model list. Certain vehicles may have been built with an incomplete weld on the seat hook bracket assembly, for either front seat. If the weld is incomplete and the assembly is exposed to a high load condition the hook may separate from the seat track, increasing the risk of occupant injury in a crash.

CORRECTION

Dealers will inspect the weld on the seat hook bracket and, if necessary, replace the lower seat track.

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

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A) by ordering the replacement part number listed in the parts catalog for the VIN being serviced. Please refer to your “involved vehicles listing” before ordering parts. Parts should be ordered on a CSO = Customer Special Order.

Important: It is estimated that less than 1% of involved vehicles will require Seat Cushion Frame replacement. Due to this and limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when it is necessary to replace the Seat Cushion Frame because of a failed inspection.

SERVICE PROCEDURE

Seat Frame Mounting Hook Weld Inspection Procedure:



3960104

Use the following steps to inspect the left and right front seat front mounting hook welds located in the area shown above. The weld should be a U shape with one side longer than the other (the seat hook weld is on the underside of the rail but the weld penetration is visible from the top).

Important: Both rails on both front seats must be inspected.

Important: In some cases, it may also be necessary to follow SI procedures to remove some of the seat cushion trim and/or seat track trim for a better view of the weld area shown above. The photos used in this procedure were taken of a full size pick up truck, other models may appear slightly different and contain additional trim.

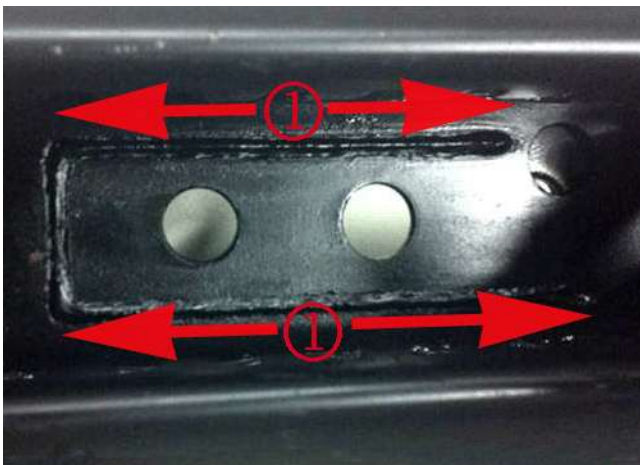
1. Move both front seats to the rear most position.
2. Clean any grease from the inspection area using a shop rag.

Note: On vehicles equipped with power seats, the inspection area is under the threaded rods on the seat track.



3960106

Note: The passenger seat has black plastic collars around the threaded seat adjuster rods. Use a screwdriver to push the collars rearward on the rod to allow the weld inspection. The collars will reposition themselves into the correct location when the power seat is cycled to the full forward position.



3960102

Important: In some cases, it can be difficult to see the weld if insufficient lighting is used and/or if there is still grease on the weld area. If it is hard to see the weld, try to use a different/brighter type of light and ensure that the area is clean.

3. Illuminate the inspection area with a flashlight. Using a ruler, measure the length of the weld penetrations that run parallel with the seat track (1). Verify that all weld penetrations are a

minimum of 34 mm (1.34”) in length and have no skips or gaps. Repeat this inspection on all four seat tracks.

4. If all of the welds pass the inspection, the repair is complete. If any of the welds **do not meet the specification**, proceed to the *Seat Cushion Frame Replacement* section below.

Seat Cushion Frame Replacement:

If the vehicle fails the seat frame mounting hook weld inspection above, it will be necessary to replace the related seat cushion frame by ordering the replacement part number listed in the parts catalog for the VIN being serviced. Refer to *Driver or Passenger Seat Cushion Frame Replacement* in SI for replacement procedure.

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.

Labor Code	Description	Labor Time
9100752*	Inspect Left & Right Front Seat Mounting Hook Welds – Inspection Only - No Repair Necessary (<i>Base Inspection Time</i>)	0.3
9100753*	Replace Driver or Passenger Seat Cushion Frame – <i>Silverado / Sierra / Caprice</i>	1.4
	Replace Driver or Passenger Seat Cushion Frame – <i>ATS</i>	2.2
	Replace Driver or Passenger Seat Cushion Frame – <i>CTS</i>	2.3
	Replace Driver or Passenger Seat Cushion Frame – <i>Encore / Trax / Chevrolet SS</i>	1.1
	Replace Driver or Passenger Seat Cushion Frame – <i>ELR</i>	1.7
9100754*	Replace <i>Both</i> Seat Cushion Frames – <i>Silverado / Sierra / Caprice</i>	2.6
	Replace <i>Both</i> Seat Cushion Frames – <i>ATS</i>	4.2
	Replace <i>Both</i> Seat Cushion Frames – <i>CTS</i>	4.4
	Replace <i>Both</i> Seat Cushion Frames – <i>Encore / Trax / Chevrolet SS</i>	2.0
	Replace <i>Both</i> Seat Cushion Frames – <i>ELR</i>	3.2

*All labor operation times above include time for base inspection. In situations where it is necessary to remove any additional seat cushion and/or seat frame trim for a better view of the welds, add an additional 0.2 hours to the related labor operation time.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle

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.

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.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' 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.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership 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.

