



GM Bulletin No.: 15401  
Date: May 2015

# Service Bulletin

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Front Driver and Passenger Seat Plate Nut Thread Quality  
Expires with Base Warranty

**MODELS:** 2015 Buick Enclave  
2015 Chevrolet Traverse

Vehicles involved in this recall were placed on stop delivery May 27, 2015. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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 includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

### PURPOSE

This bulletin provides a service procedure to drill out the rear inboard mounting nuts on the driver and passenger front seats and install self-tapping bolts on **certain** 2015 model year Buick Enclave and Chevrolet Traverse vehicles. The thread quality of these nuts may not be within GM's design specifications; GM is investigating whether this condition could increase the risk of seat movement in a severe frontal crash.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### 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. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

## PART INFORMATION

Bolts (WPC#788), are to be obtained from the Warranty Parts Center (WPC). **Complete the Part Request Form found at the back of this bulletin and fax the form to 248-371-0192. DO NOT call the WPC to place an order.**

The self-threading bolt will be available from the Warranty Parts Center (WPC) at no charge via UPS 2-Day Delivery – Attention: Parts Manager, to dealers with involved vehicles beginning Thursday, May 28<sup>th</sup>, 2015.

Part Number	Description	Quantity/Vehicle
WPC#788	12mm Self-Threading Bolt / Screw	2
89021297*	High Strength Threadlocker / Sealer	As Required

\* or Equivalent

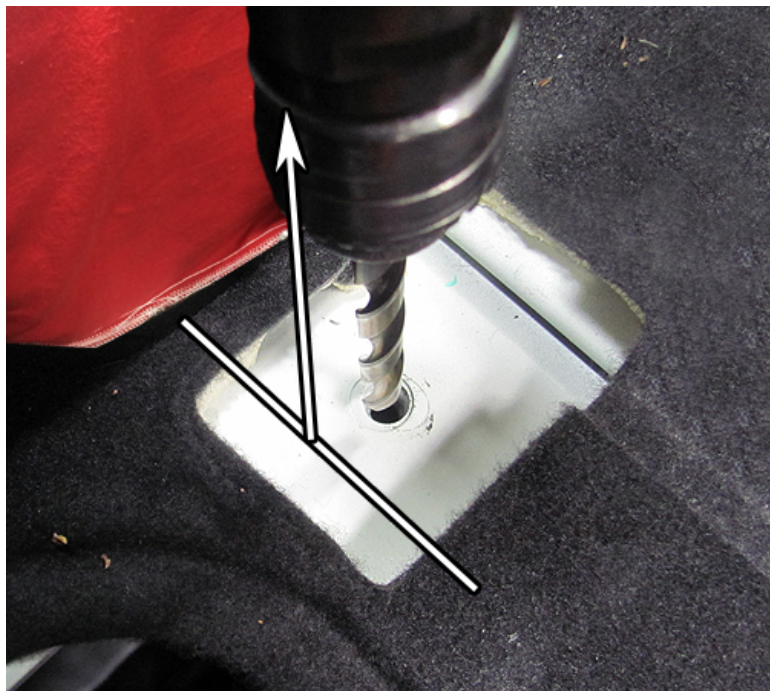
## SERVICE PROCEDURE

This procedure involves drilling out only *the inboard bolt hole* for the driver and passenger front seat track mounting bolts (1 per seat) with an 11mm (7/16") drill, and replacing the two inboard bolts with oversize 12mm fasteners.

**Warning:** When performing service on or near the SIR components or the SIR wiring, the SIR system must be disabled. Failure to observe the correct procedure could cause deployment of the SIR components. Serious injury can occur. Failure to observe the correct procedure could also result in unnecessary SIR system repairs.

1. Remove both front seats. Refer to *Bucket Seat Removal and Installation* in SI.
2. Place a protective cover over the center console to prevent damage.

**Note:** Enlarging the holes requires drilling close to the center console. Use a compact drill to maintain a vertical drilling angle aligned to the holes.



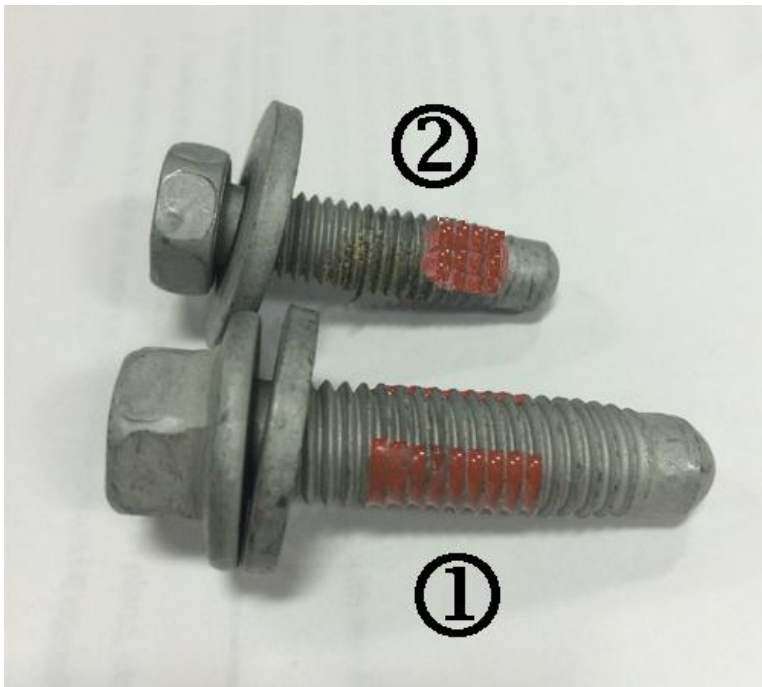
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3. Drill out the inboard seat track bolt mounting holes closest to the center console (one per seat) using the 11mm (7/16") drill bit keeping square to the holes.



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4. Vacuum metal shavings from floor and carpeting.



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**Discard the two inboard mounting bolts. Install two new 12mm bolts (1). Reuse the outer track bolts. Apply thread locker to the outer track bolts (2).**

**Caution: Use only hand tools to install fasteners. Do not exceed 25 N•m (18 lb-ft) force during installation.**

5. Install the front seats using the two new inboard bolts (1).
6. Apply thread locker to the outboard bolts (2) being reused before installing them.

7. Torque all fasteners to 45 N•m (33 lb-ft).
8. Finish installing both front seats. Refer to *Bucket Seat Removal and Installation* in SI
9. Return seats to original positions.

#### 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
9101567	Replace 2 Front Seat Inboard Bolts	1.0

#### DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



**IMPORTANT NOTE WHEN PRINTING THIS FORM:** If the form prints out on two pages, make certain you fax both pages so the WPC receives the needed information. Missing information will delay or prevent the part from being shipped.

**Part Request Form — Warranty Parts Center**

Use this form **ONLY** for U.S. & Canada Dealers. Export markets & Mexico Dealers must contact their regional Technical Assistance Center for assistance.

**To:** Warranty Parts Center

**Email:** [warrantypartscenterusa@gm.com](mailto:warrantypartscenterusa@gm.com)

**or WPC Fax:** 248-371-0192

**Attn:** Amina Winfrey

Part Being Requested: **12mm Self Threading Bolt (P/N WPC #788)**

Dealer BAC (U.S.) / Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

**IMPORTANT:** If you do not receive the part within 2 business days after emailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902.

**IMPORTANT NOTE WHEN PRINTING THIS FORM:** If the form prints out on two pages, make certain you fax both pages so the WPC receives the needed information. Missing information will delay or prevent the part from being shipped.

GM CUSTOMER CARE AND AFTERSALES  
DCS3665  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 28, 2015

Subject: 15401 – Service Update  
Release from Stop Delivery Upon Completion of Recall  
Front Driver and Passenger Seat Plate Nut Thread Quality

Models: 2015 Buick Enclave  
2015 Chevrolet Traverse

To: All Buick and Chevrolet Dealers

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

General Motors is releasing Service Update Bulletin 15401 today. The total number of U.S. vehicles involved is approximately 25. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery May 27, 2015. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated May 30, 2015. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES