

Service Update

38240 Manual Front Seat Track Lockset Pin Broken or Not Crimped



Reference Number: N162038240
GWM Number: 2038240

Release Date: June 2016
Revision: 00

Attention: This service update included 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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Cruze	2016	2016	AH3	Seat adjuster, driver 6-way manual
				AG5	Seat adjuster, front passenger 2-way manual
				AG6	Seat adjuster, front passenger 4-way manual
Chevrolet	Volt	2016	2016	AH3	Seat adjuster, driver 6-way manual, fore/aft, up/down w/ recline
				AG6	Seat adjuster, frt. pass. 6-way man., fore/aft, up/down w/ recline

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2016 model year Chevrolet Cruze and Volt vehicles, equipped with manual seat adjusters (RPO AH3, AG5, or AG6) may have been built with seat tracks that have an improperly installed track lock on either the inboard or outboard side. A pin that retains the track lock to track rail may be missing or damaged allowing the track lock to fall out of position. Vehicles with this condition may experience difficulty to unlock and move the manual seat horizontal adjustment or may exhibit looseness or binding in the seat track.
Correction	Inspect and, if necessary, replace the driver and/or passenger front seat adjuster.

Parts

Quantity	Part Name	Part No.
As req'd	Frame Asm. – Front Seat	13507293
As req'd	Frame Asm. – Front Seat	13507294
As req'd	Frame Asm. – Front Seat	84162713
As req'd	Frame Asm. – Front Seat	84162715
As req'd	Frame Asm. – Front Seat	84162716

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which seat frame to order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type
9102160	Inspect Seat Adjuster Track For Proper Crimp (Includes Trim Removal) No Further Action Required	0.3	ZFAT
	ADD: Inspect Second Seat (Includes Trim Removal)	0.2	ZFAT
	ADD: Driver Seat Cushion Frame Replacement	2.0	ZFAT
	ADD: Passenger Seat Cushion Frame Replacement	2.2	ZFAT

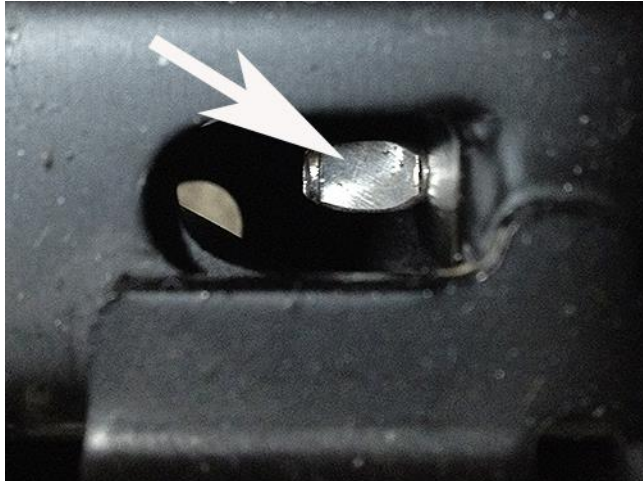
Service Update

38240 Manual Front Seat Track Lockset Pin Broken or Not Crimped



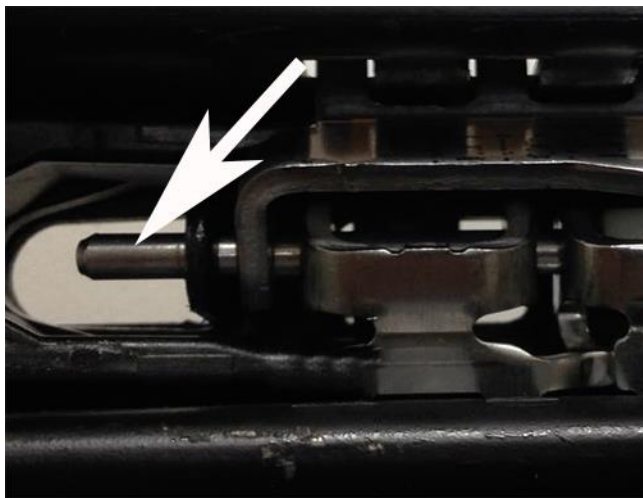
Service Procedure

Only manually adjusted seats are involved in this bulletin. Determine which seat location(s) are manually adjusted. Using the photos below, determine if the pin on the seat track is properly crimped.



4489433

Proper Crimp - acceptable condition

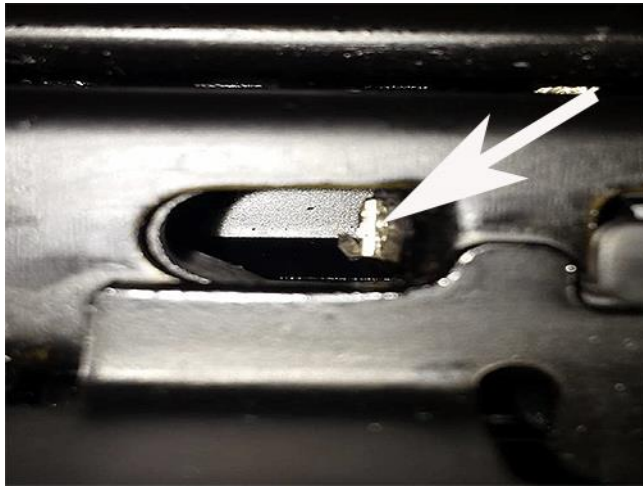


4489441

No Crimp - unacceptable condition

Service Update

38240 Manual Front Seat Track Lockset Pin Broken or Not Crimped



4489445

Pin Broken Off At Crimp - unacceptable condition

1. Remove the outer seat track garnish molding. Refer to *Front Seat Adjuster Track Finish Cover Replacement* in SI for Cruze vehicles. Refer to *Front Seat Belt Anchor Plate Tensioner Cover Replacement* in SI for Volt vehicles.

TIP: Use a flashlight and mechanics mirror to help inspect the crimped end of the pin.



4489453

2. Looking through the front clearance hole in the outer seat track assembly, determine if the steel pin is properly crimped.

Service Update

38240 Manual Front Seat Track Lockset Pin Broken or Not Crimped



4489449

3. Looking between the seat and console, locate the front clearance hole in the inner seat track assembly, determine if the steel pin is properly crimped.
 - If the steel pins are properly crimped, no further action is required. Reinstall the outer seat track garnish molding. Refer to *Front Seat Adjuster Track Finish Cover Replacement* in SI for Cruze vehicles. Refer to *Front Seat Belt Anchor Plate Tensioner Cover Replacement* in SI for Volt vehicles.

If any of the pins display an unacceptable condition, replace the lower seat frame assembly. Refer to *Driver or Passenger Seat Cushion Frame Replacement* in SI

Dealer 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.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4066
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 8, 2016

Subject: 38240 - Service Update
Manual Front Seat Track Lockset Pin Broken or Not Crimped

Models: 2016 Chevrolet Cruze, Volt
Equipped with Manual Seat Adjuster {RPO AH3, or AG6, or AG5
(Cruze only)}

To: All Chevrolet Dealers

General Motors is releasing Service Update 38240 today. The total number of U.S. vehicles involved is approximately 12,948. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated June 9, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS