



Service Bulletin

TECHNICAL

Subject: Power Seatback Stuck in Full Forward/Rearward Position

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ATS	2016	2017			All	All
Cadillac	ATS Coupe	2016	2016	SOP	March 8, 2016	All	All
Cadillac	CTS	2016	2017			All	All
Cadillac	XT5	2017	2017			All	All
Chevrolet	Camaro	2016	2016	SOP	March 8, 2016	All	All
Chevrolet	Malibu (VIN Z)	2016	2016			All	All

Involved Region or Country	North America and all N.A. Export Regions
Condition	Some customers may comment that the seatback is stuck in the full forward (or full rearward) position and will not change recline position using the power seat recliner switch.
Cause	This may be caused by a burr that built up on the gear of the seatback actuator preventing the seatback to recline.

Correction

If you encounter a vehicle with the seatback **STUCK IN THE FORWARD POSITION**, complete the following steps:

Note: The following steps are written assuming the technician is in the front seat of the car.

Note: With the vehicle running, this will provide more voltage to the recliner motor enabling a little more power/torque.

1. With the vehicle running, grab the seatback on the top center of the seat with one hand and rapidly shake (back and forth motion) the seatback while repeatedly pressing and releasing the recliner power switch **REARWARD**. If rapid shaking does not work then apply a push/pull load instead.

Note: If it doesn't break loose then use both hands to shake the seat and ask an assistant to activate the switch.

Note: Once the seatback starts to move rearward, stop shaking the seatback.

2. Using the power recliner switch, move the seatback forward against the full forward travel stop.

Note: Continue activating the forward switch for 2-4 seconds after the seatback stops moving.

3. Using the power recliner switch, move the seatback from full forward to full rearward (stop to stop).

4. Repeat steps 2 and 3 for five cycles.

If you encounter a vehicle with the seatback **STUCK IN THE REARWARD POSITION**, complete the following steps:

Note: The following steps are written assuming the technician is in the front seat of the car. Make sure seat back is not bottomed against rear seat. Move front seat forward if needed.

Note: With the vehicle running, this will provide more voltage to the recliner motor enabling a little more power/torque.

1. With the vehicle running, grab the seatback on the top center of the seat with one hand and rapidly shake (back and forth motion) the seatback while repeatedly pressing and releasing the recliner power switch **FORWARD**. If rapid shaking does not work then apply a push/pull load instead.

Note: If it doesn't break loose, then use both hands to shake the seat and ask an assistant to activate the switch.

Note: Once the seatback starts to move forward, stop shaking the seatback.

2. Using the power recliner switch, move the seatback rearward against the full rearward travel stop.

Note: Continue activating the forward switch for 2-4 seconds after the seatback stops moving.

3. Using the power recliner switch, move the seatback from full rearward to full forward (stop to stop).

4. Repeat steps 2 and 3 for five cycles.

Warranty Information

Labor Operation	Description	Labor Time
7080288*	Free Seatback Panel From Stuck Position	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	7
Modified	February 10, 2016 – Revised Correction to include if seatback is stuck in rearward position. February 26, 2016 – Revised to add the XT5 model and update the Correction section with more specific instructions. March 16, 2016 – Added 2016 Malibu (VIN Z) to Model Information. March 18, 2016 – Added breakpoints to ATS Coupe and Camaro Model Information and updated Correction instructions. May 12, 2016 – Added Notes to inform the technician to keep the vehicle running during the correction and remove text after the first Note in Step 1 of each procedure. Nov. 7, 2016 – Added 2017 Model Year to ATS and CTS sedan models.

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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