



Service Bulletin

File in Section: -

Bulletin No.: 15-NA-044

Date: October, 2016

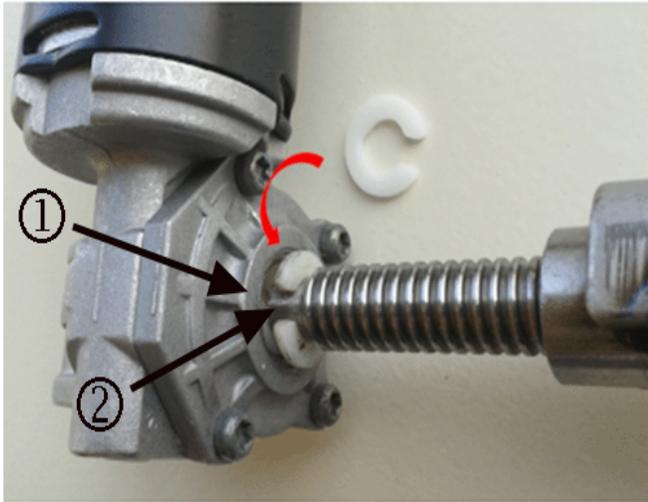
TECHNICAL

Subject: Driver and/or Passenger Power Seat Height Stuck in the Full-up Position, Intermittent Inoperative Seat Adjustment or Not Lowering

Brand:	Model:	Model Year:		Date Breakpoints:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse	2013	2016			All	All
Buick	Regal	2013	2016	SOP 2013	Prior to July 1, 2016	All	All
Buick	Verano	2013	2016			All	All
Cadillac	SRX	2013	2016			All	All
Cadillac	XTS	2013	2016	SOP 2013	Prior to July 1, 2016	All	All
Chevrolet	Camaro	2013	2015			All	All
Chevrolet	Cruze	2013	2015			All	All
Chevrolet	Cruze Limited (VIN P)	2016	2016			All	All
Chevrolet	Equinox	2013	2016	SOP 2013	Prior to July 1, 2016	All	All
Chevrolet	Impala (VIN 1) (Region of Build, 1: 1st Position of VIN)	2014	2016	SOP 2014	Prior to May 1, 2016	All	All
Chevrolet	Impala (VIN 1) (Region of Build, 2: 1st Position of VIN)	2014	2016	SOP 2014	Prior to July 1, 2016	All	All
Chevrolet	Impala Limited (VIN W)	2013	2016	SOP 2013	Prior to July 1, 2016	All	All
Chevrolet	Malibu	2013	2015			All	All
Chevrolet	Malibu Limited (VIN 1)	2016	2016			All	All
GMC	Terrain	2013	2016	SOP 2013	Prior to July 1, 2016	All	All

Involved Region or Country	North America and all N.A. Export Regions
Condition	Some customers may comment on the front power seat height adjustment (not the tilt function) being inoperative, not lowering or being stuck in the uppermost travel position. They may also comment that the up/down function works intermittently.
Cause	The cause of this condition may be manufacturing variation of the height adjuster motor casting interface to the spindle nut, while in the uppermost position.
Additional Options	Equipped with Power Adjustable Seats (RPO AG1, AG2, AMM, AKQ, ADS, AE8 or AH8)

Correction



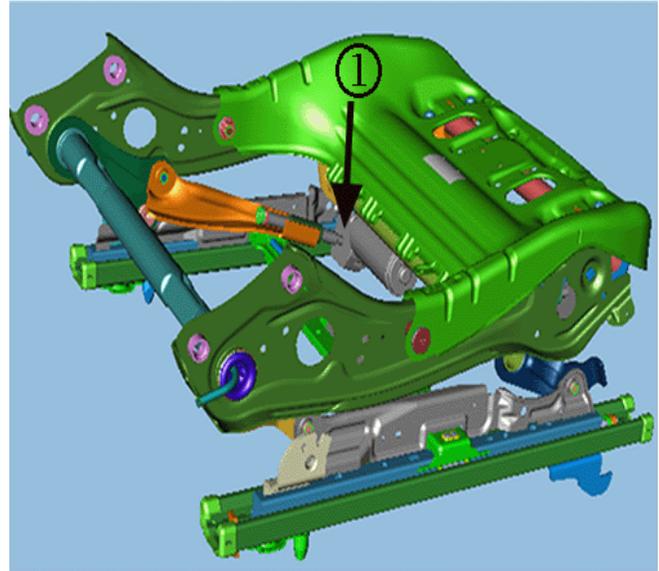
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To eliminate the manufacturing variation, add a split washer/retainer to the drive screw between the interface of the motor casting (1) to the spindle nut (2). The graphic above shows the height adjuster motor with the retainer added, and another sample retainer alongside the motor.

Service Procedure:

Important: If the seat position is stuck, pushing the power button 3 -5 times should release the seat and you can proceed to the repair steps below.

1. For best access, position the seat to the near full upward/forward position, then move slightly rearward.



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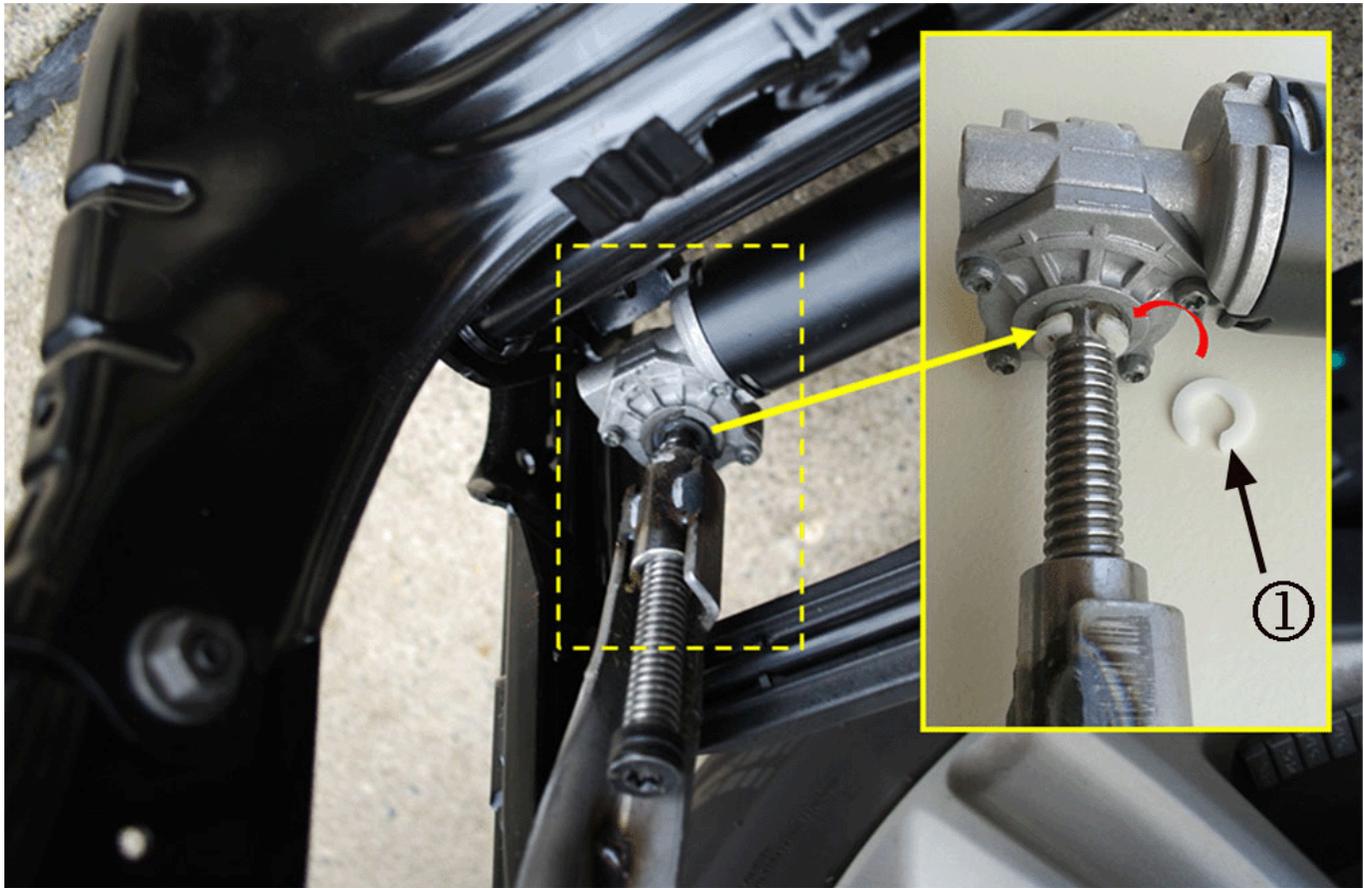
Note: The height adjuster motor is always on outboard side of cushion adjuster.

2. Locate the outboard height adjuster motor (1). The driver seat is shown in the example above.



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Note: Depending on vehicle model, the retainer can be installed from the front or the rear, however in most cases it may be easier to visually see the install location from the rear.



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3. Reaching under the seat, install the retainer (1) to the motor drive screw.
4. Once the retainer is installed, it may be necessary to press the button 3 to 4 times to ensure the washer is properly seated.

Parts Information

Description	Part Number	Quantity
RETAINER-F/ SEAT CUSH LATL ADJR	13599936	1 or 2

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
7080228*	Install Retainer to Driver or Passenger Front Seat	0.3 hr
Add	Install Retainer to Both Front Seats	0.2 hr
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	Oct. 20, 2016 – Updated with Date Breakpoints for Certain 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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