



# Service Bulletin

File in Section: -

Bulletin No.: 16-NA-016

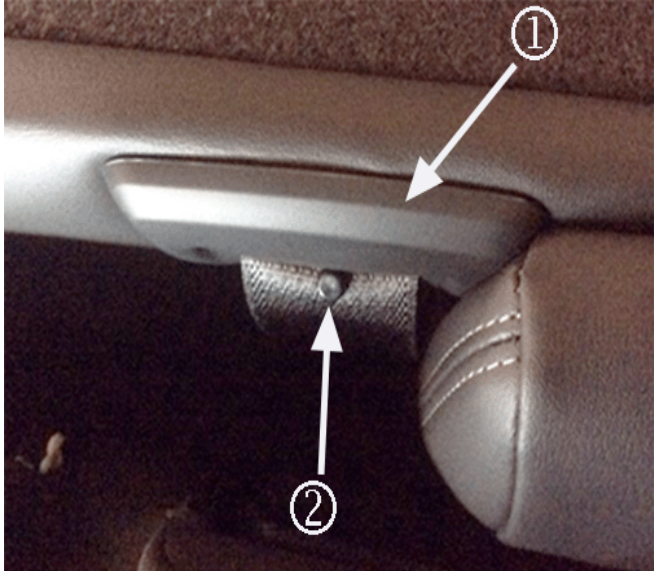
Date: January, 2016

## TECHNICAL

**Subject: Rear 60% Seatback Locked in Down Position When Folded, Will Not Return to Upright Position**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore	2013	2014			All	All

<b>Condition</b>	
	<p>4363659</p> <p>Some customers may comment that after folding the 60% seatback, it is locked in the down position and will not return to upright.</p>

<p><b>Cause</b></p>	<p>The cause of the condition may be a broken or missing seat belt button/stop on the rear center seat shoulder belt and/or a broken seat belt bezel.</p>  <p>4363662</p> <p>When the front seat is all the way back and the rear 60% seatback is lowered, the added weight of the front occupant puts extra pressure on the seat belt bezel (1) and button/stop (2). This may allow the seat belt to fully retract past the stop, and the retractor may lock because there is not enough seat belt slack to unlock the retractor.</p>
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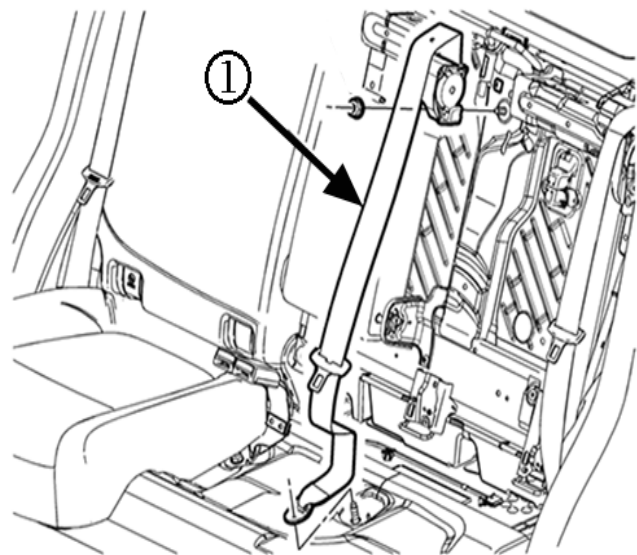
## Correction



4363664

Release the 60% seatback by carefully cutting the rear center seat belt, then replace the rear seat center shoulder belt assembly. Easier access to the seat belt can be attained from the passenger side of the vehicle.

## Service Procedure



4363667

Replace the rear seat center shoulder belt assembly (1). Refer to *Rear Seat Center Shoulder Belt Replacement* in SI.

## Parts Information

**Note:** Use the vehicle identification number (VIN), SI, and the GM Electronic Parts Catalog to determine the proper rear seat center shoulder belt kit to order.

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
6440700	Rear Seat Center Shoulder Belt Replacement	Use Published Labor Operation Time

Version	1
Modified	

