



Service Bulletin

SPECIAL COVERAGE

SUBJECT: Resistance Wire Heated Seat Spot Burn Holes

MODELS: 2006 Chevrolet Equinox
2006 Pontiac Torrent

This bulletin has been revised to update ordering information in the Parts Information section. Please discard all copies of Special Coverage bulletin 15236.

Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 1.4.1.B - Vehicles Outside of a Special Coverage Adjustment, for guidelines on handling vehicles that are not involved in this special coverage but may be displaying the same condition.

CONDITION

Some 2006 model year Chevrolet Equinox and Pontiac Torrent vehicles may have been built with front seat heater mat elements (seat cushion or back rest) that may overheat. If a seat heater mat element overheats, it may produce visible and localized heat damage to the seat cover and potentially damage the occupants clothing. If the element fails completely (due to melting or fatigue) the circuit will open, rendering the seat heater inoperative.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to inspect and repair back heater and/or cushion heater as necessary. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after January 13, 2016, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to January 13, 2016, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel 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.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which part to order.

Part Number	Description	Quantity/Vehicle
23163787	Driver Back Seat Heater Mat	1
23163788	Pass Back Seat Heater Mat	1
23163789	Dr/Pass Seat Cushion Heater Mat	2

Note: If the seat cover and pad assembly requires replacement, use the VIN and EPC to order the correct service parts. These parts are in limited supply and the stock will not be replenished. If the seat cover and pad requires replacement and no service parts are available, the seat cover repair will have to be performed by an auto upholstery repair facility as a sublet repair.

SERVICE PROCEDURE

Use the following information to diagnose the customer concern. In some cases the seat cover and pad may also require replacement. The availability of the seat cover and pad service parts are very limited. If the seat cover and pad requires replacement and no service parts are available, the seat cover repair will have to be performed by an auto upholstery repair facility as a sublet repair.

Verify that the seat cushion and/or seat back heater mat requires replacement. Refer to the appropriate diagnostic information in SI.

- If the seat back and/or seat cushion heater mat does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
- If the seat back and/or seat cushion heater mat requires replacement, refer to *Driver or Passenger Seat Back Heater Replacement* and/or *Front Seat Cushion Heater Replacement* in SI. If the seat cover and pad requires replacement, install the new covers while replacing the seat heater pads.

CUSTOMER REIMBURSEMENT

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by February 28, 2017, unless otherwise specified by state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 miles (193,000 km), whichever occurs first.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer **MUST** provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

Vehicles <u>No Longer Covered</u> Under Applicable New Vehicle Limited Warranties			
Labor Code	Description	Labor Time	Net Item
9900290	Customer Concern Not Duplicated	0.2	N/A
9900291	Replace Driver Seat Cushion Heater *	1.0	**
	ADD: Replace Passenger Seat Cushion Heater*	0.9	
	ADD: Replace Driver Seat Back Heater*	0.7	
	ADD: Replace Passenger Seat Back Heater*	0.7	
9900292	Customer Reimbursement Approved	0.2	***
9900293	Customer Reimbursement Denied - For US dealers only	0.1	N/A

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

- * Includes seat cover and pad installation if required.
- ** The amount identified in "Net Item" should represent the actual sum total of the dealer net price for sublet seat cushion/pad repair.
- *** The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



January 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2006 model year Chevrolet Equinox or Pontiac Torrent, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2006 Chevrolet Equinox and Pontiac Torrent vehicles may have been built with front seat heater mat elements (seat cushion or back rest) that may overheat. If a seat heater mat element overheats, it may produce visible and localized heat damage to the seat cover and potentially damage the occupant's clothing. If the element fails completely (due to melting or fatigue) the circuit will open, rendering the seat heater inoperative.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2006 model year Chevrolet Equinox or Pontiac Torrent within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by **February 28, 2017**, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Pontiac	1-800-762-2737	1-800-833-7668
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
15236