



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Resistance Wire Heated Seat Spot Burn Holes

**MODELS:** 2006 Chevrolet Equinox  
2006 Pontiac Torrent

Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 6.1.2 - Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this customer satisfaction program but may be displaying the same condition.

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THIS PROGRAM IS IN EFFECT UNTIL FEBRUARY 28, 2018.  
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### 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.

### CORRECTION

Dealers are to replace driver and passenger cushion and back heater mats.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

**PART INFORMATION**

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. 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 repair the vehicle. 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.

- Replace the driver and passenger seat cushion and seat back heaters. Refer to *Driver or Passenger Seat Back Heater Replacement* and *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 prior to or by January 13, 2017.

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

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

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.

**WARRANTY TRANSACTION INFORMATION**

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

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

Labour Code	Description	Labour Time	Net Item
9101962	Replace Driver and Passenger Seat Cushion and Seat Back Heaters*	3.3	**
9101963	Customer Reimbursement Approved	0.2	***

\* 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 program on their vehicle (see copy of customer letter included with this bulletin).

**DEALER PROGRAM RESPONSIBILITY**

All unsold vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles. Part availability for this program is limited, but improving. Parts are available for dealers to address inventory units that have been sold. Dealers are strongly encouraged to address vehicles prior to delivery to the customer. However, if this is not possible, dealers are to make arrangements with the customer to return for completion of the Customer Satisfaction Program at a later date, convenient to the customer.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through February 28, 2018.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through January 31, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

