



Service Bulletin

TECHNICAL

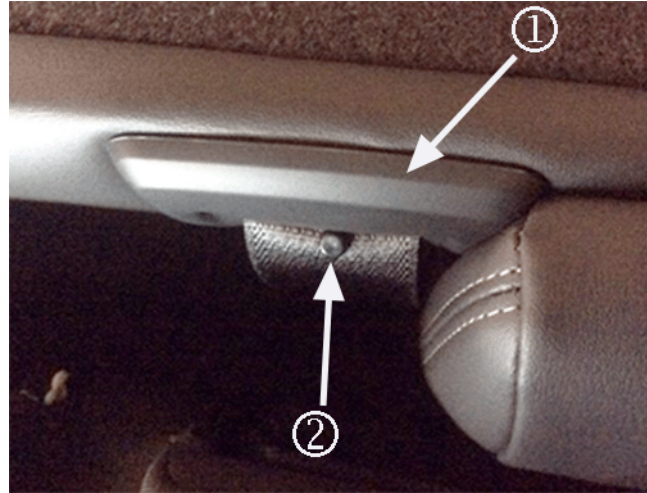
Subject: Rear 60% Seatback Locked in Down Position When Folded, Will Not Return to Upright Position

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore	2013	2016			All	All
Chevrolet	Trax	2013	2016				

Involved Region or Country	North America
Condition	 <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>

Cause

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.



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.

Correction

DO NOT replace the shoulder belt assembly for this condition until first attempting to disengage the locking mechanism by following the recommendation listed below.

Recommendation

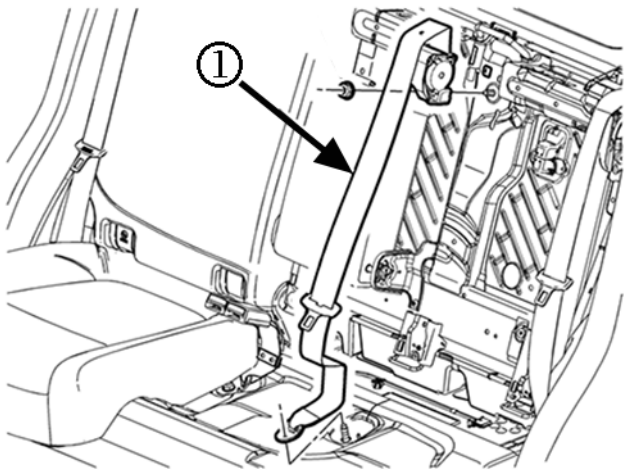
Pull hard on the locked webbing and then release. The hard pull extracts a small amount of webbing from the retractor which, in turn, permits a small amount of retraction to occur when released. This is all that is needed to disengage the locking mechanism. The safety belt will now function properly.

In cases where the locking mechanism will not disengage, cut the shoulder belt and replace the shoulder belt assembly as directed in the *Service Procedure* below.

Service Procedure



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.



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	5
Modified	Feb. 1, 2016 – Updated the Correction information and added a Recommendation. March 17, 2016 – Adding the Trax and Mokka models. Nov. 9, 2016 – Adding the 2015 and 2016 Model Years. Feb. 22, 2017 – Removing the Opel Mokka model and adding Involved Region or Country section.

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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