

Customer Satisfaction Program

17018 Service Part - Seat Adjuster End Stops Not Installed



Reference Number: N162046530

Release Date: January 2017
Revision: 00

Attention: This program is in effect until February 28, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2015	2016	A95	Seat – Front Bucket, High Back, Driver and Passenger Recliner
	Escalade ESV			AN3	
Chevrolet	Silverado LD	2014	2016	AZ3	Seat – Front Split, Driver, Passenger, Full Feature Center
	Silverado HD	2015	2016		
	Suburban				
	Tahoe				
GMC	Sierra LD	2014	2017		
	Sierra HD	2015	2016		
	Yukon				
	Yukon XL				

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2014-2016 model year Chevrolet Silverado LD, 2014-2017 model year GMC Sierra LD, 2015-2016 model year Cadillac Escalade, Escalade ESV, Chevrolet Silverado HD, Tahoe, Suburban, GMC Sierra HD, Yukon, and Yukon XL vehicles, equipped with power front passenger seat adjuster (RPO A95, AN3, or AZ3) that was previously replaced, may have a condition in which the front passenger seat can be adjusted to a position beyond the occupant design travel range.
Correction	Inspect front passenger seat tracks and, as necessary, install the seat stop(s).

Parts

Quantity	Part Name	Part No.
As Required	Stop – Front Seat Adjuster	13590145

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102899	Inspect Front Seats For Stop Installation (Includes Installing Stops As Required)	0.2	ZFAT	N/A

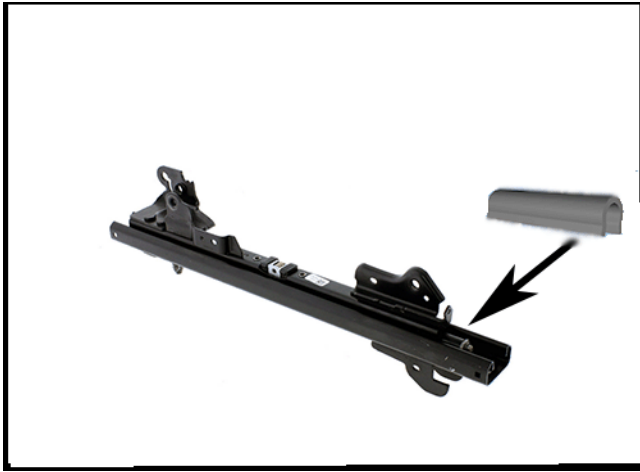
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Service Procedure

1. Move the passenger front seat to the rearmost position.



2. Inspect the front area of the inner and outer seat tracks for the presence of the plastic stop (two total per seat).
3. If either of the two stops are missing, install seat stops as required.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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, 2019. 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 February 28, 2019, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

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Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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February 2017

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

Dear General Motors Customer:

We have learned that your 2014-2016 model year Chevrolet Silverado LD, 2014-2017 model year GMC Sierra LD, 2015-2016 model year Cadillac Escalade, Escalade ESV, Chevrolet Silverado HD, Tahoe, Suburban, GMC Sierra HD, Yukon, or Yukon XL, equipped with power front passenger seat adjuster that was previously replaced, may have a condition in which the front passenger seat can be adjusted to a position beyond the occupant design travel range.

Your satisfaction with your Escalade, Escalade ESV, Sierra, Silverado, Suburban, Tahoe, Yukon, or Yukon XL is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your GM dealer will inspect front passenger seat tracks and, as necessary, install the seat stop(s). This service will be performed for you at **no charge until February 28, 2019**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

17018

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4324
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 26, 2017

Subject: 17018 - Customer Satisfaction Program
Service Part - Seat Adjuster End Stops Not Installed

Models: 2015-2016 Cadillac Escalade, Escalade ESV
2014-2016 Chevrolet Silverado LD
2015-2016 Chevrolet Silverado HD, Suburban, Tahoe
2014-2017 GMC Sierra LD
2015-2016 GMC Sierra HD, Yukon, Yukon XL
Equipped with Front Bucket Seat (RPO A95), Front Non-Bucket Seat
(RPO AN3), or Front Split Seat (RPO AZ3)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17018 today. The total number of U.S. vehicles involved is approximately 382. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on February 20, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated January 27, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS