



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-260

Date: December, 2017

TECHNICAL

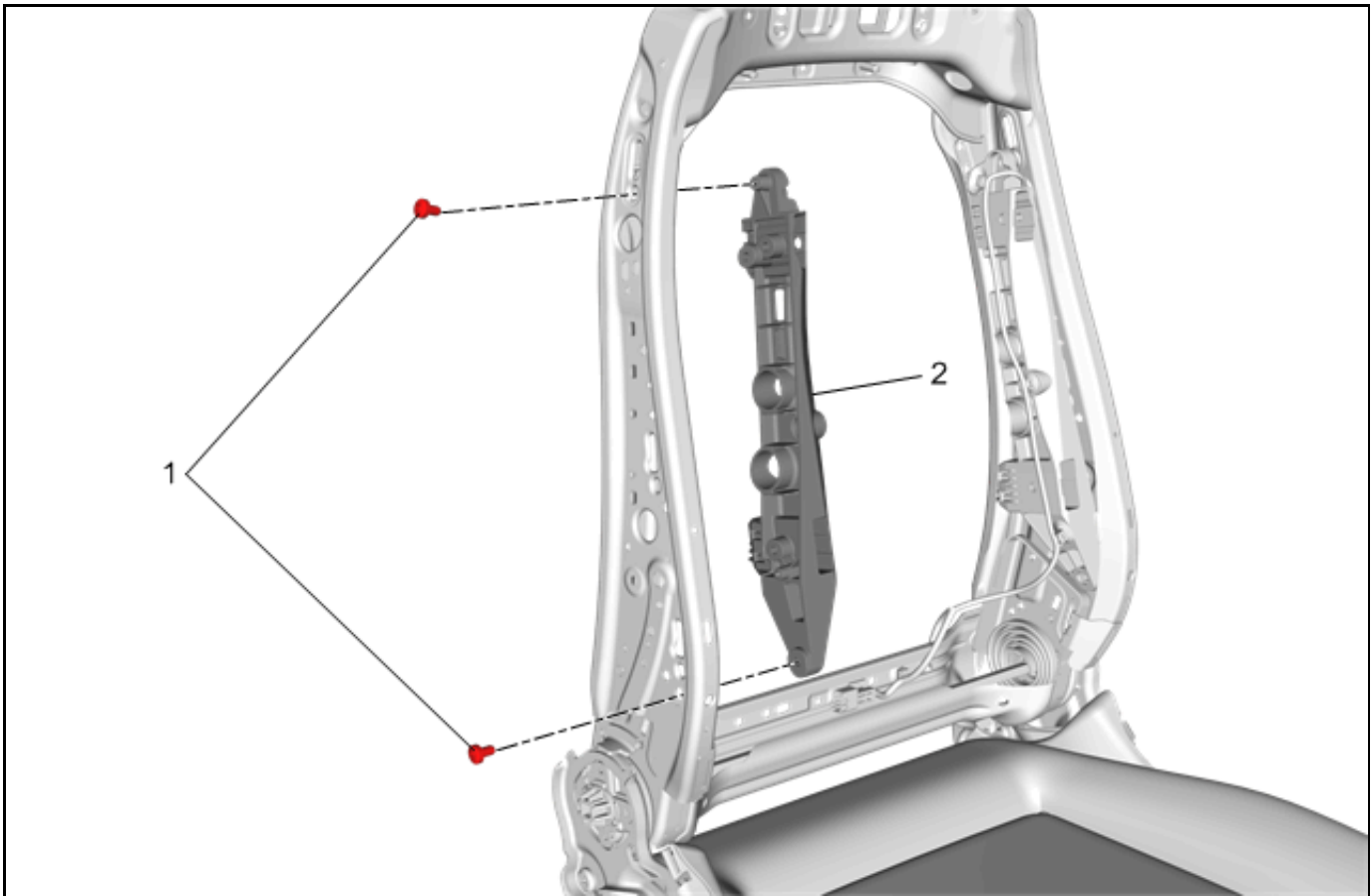
Subject: Seat Back Cushion Squeak Noise

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2017	2017			All	All
Opel	Ampera-e	2017	2017			All	All

Involved Region or Country	North America, Europe and Korea
Condition	Some customers may comment on a squeak noise in the front seat back cushion.
Cause	This may be due to the seat back cushion spring carrier rubbing on the frame.
Correction	Install felt tape on two locations for both seat back cushion spring carriers.

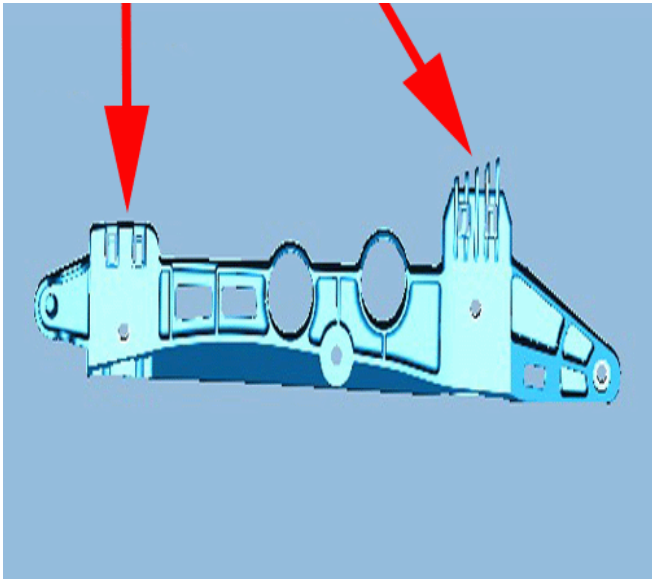
Service Procedure

If you encounter a vehicle with the above concern, complete the following steps.



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1. Follow the procedure to inspect the affected front seat back upper support. Refer to *Front Seat Back Upper Support Replacement* in SI.

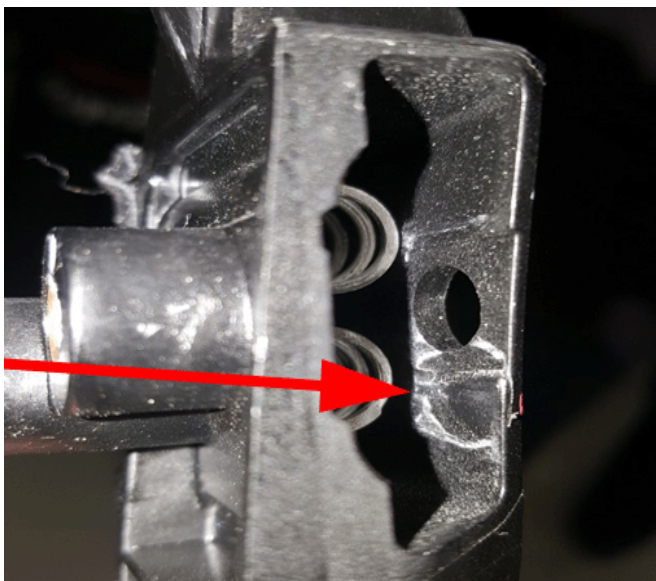


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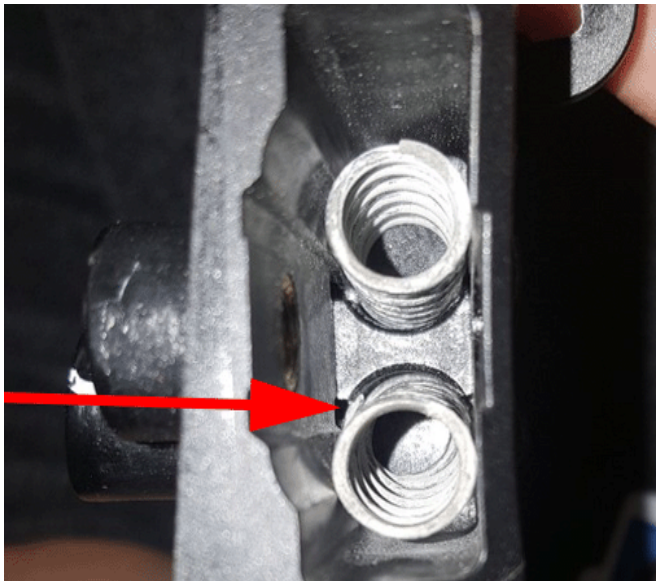
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2. Inspect the support springs and for felt on the supports in the locations illustrated above.
- Inspect to verify that the springs in the supports are installed straight. Illustrated above is the bottom spring out of place. Replace the support and inspect the new support for felt.



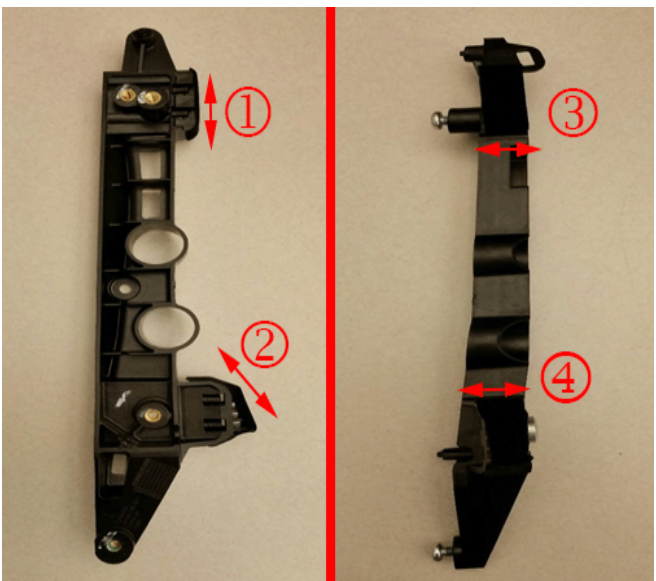
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- Inspect the support for witness marks as illustrated above. Most likely the spring is bent. Replace the support and inspect the new support for felt.



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- Inspect the supports to verify that the springs are installed straight. Illustrated above shows the bottom spring out of place. Replace the support and inspect the new support for felt.
 - If felt is not observed, proceed to step 3.
3. To install the felt, remove the supports from the front seat back upper support.



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Legend

- (1) 45 mm
- (2) 75 mm
- (3) 20 mm
- (4) 20 mm

4. Cut the felt using the measurements illustrated above and reinstall the supports.
5. Verify the condition is corrected.

Parts Information

Use the vehicle identification number (VIN), SI, and the GM Electronic Parts Catalog to determine the proper part number for the support.

For warranty transactions, enter the part number for the support in the “Causal Part Number” field.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
7080468*	Installation of Felt on Front Seat Back Upper Support(s)	1.6 hrs
*This is a unique Labor Operation for Bulletin use only. *This labor operation also includes the time that would be needed if the replacement of the supports is required only.		

Version	3
Modified	September 15, 2017 – Added the Opel Ampera-e and updated the Service Procedure. November 29, 2017 – Updated the Service Procedure.

