



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-229

Date: July, 2016

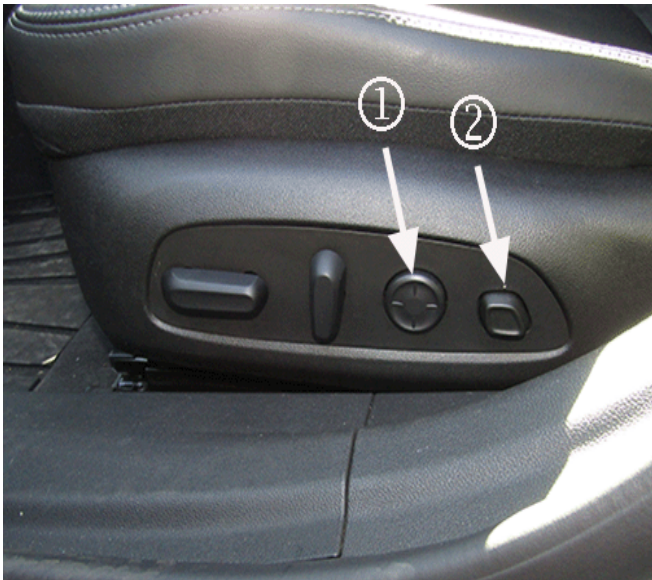
INFORMATION

Subject: Information on Perceived Lumbar Back Massage Inoperative or Poor Performance

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse	2017	2017			All	All

Involved Region or Country	NORTH AMERICA, CHINA
Additional Options (RPO)	Equipped with CONTROL-SEAT, MASSAGE, DRIVER and PASSENGER (RPOs AF6 and AKE)
Condition	Some customers may comment that the lumbar back massage is inoperative or exhibiting poor performance.
Cause	The back massage intensity works in conjunction with the lumbar adjustment of the seat. The cause of the condition may be that the lumbar adjustment of the seat may be in a decreased setting, which gives the perception that the massager is not functioning or is operating ineffectively.

Customer Information



4552293

Note: The location of the driver side seat lumbar adjustment control (1) and the message button (2) are shown in the graphic above.

Please communicate to the customer that the seat system is working as designed, however they can improve the intensity of the back massage by increasing the lumbar adjustment **prior** to activating the massage. The customer can also find further information in the Seats and Restraints section of their Owner Manual under *Lumbar Adjustment and Massage*.

Please share this information with the customer, including a copy of this message.

Version	1
Modified	

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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