



# Service Bulletin

File in Section: -

Bulletin No.: 16-NA-016

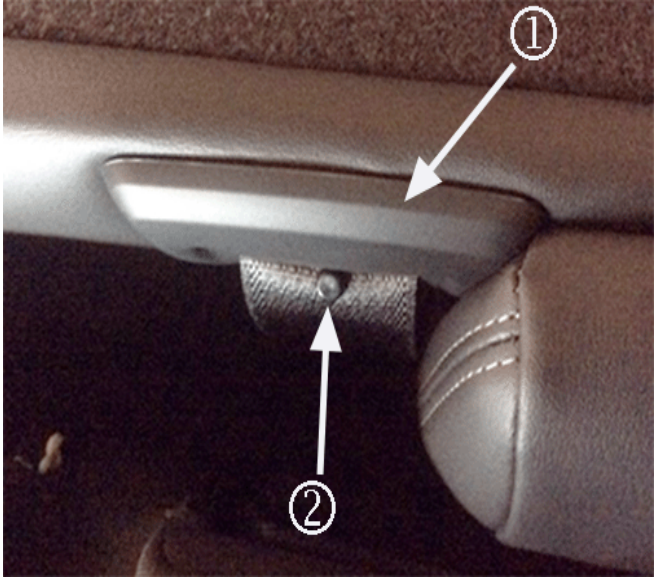
Date: April, 2018

## 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				

<b>Involved Region or Country</b>	North America, South America
<b>Condition</b>	 <p style="text-align: right; font-size: small;">4363659</p> <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>

<p>Cause</p>	 <p style="text-align: right;">4363662</p> <p>The cause of the locked condition may be either of the following:</p> <ul style="list-style-type: none"> <li>• 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 <b>past the stop</b>, and the retractor may lock because there is not enough seat belt slack to unlock the retractor.</li> <li>• A broken or missing seat belt button/stop on the rear center seat shoulder belt.</li> </ul>
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## 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.

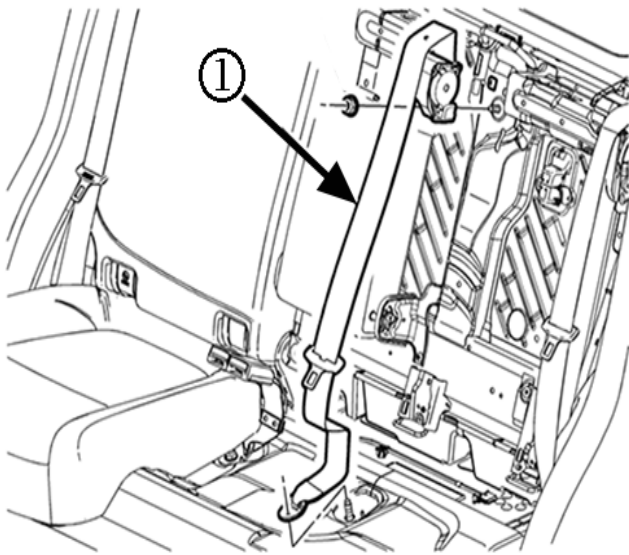
In cases where the locking mechanism will not disengage, cut the shoulder belt and replace the shoulder belt assembly as directed in the Service Procedure below.

## Service Procedure



4363664

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.



4363667

**Note:** The shoulder belt assembly service part may be one of 2 different designs. The service part you receive **may, or may not**, contain the mini button/stop (1) shown in the graphic above, and either design is OK to use.

**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

Replace the rear seat center shoulder belt assembly (1). Refer to *Rear Seat Center Shoulder Belt Replacement* in SI.



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<b>Version</b>	6
<b>Modified</b>	February 1, 2016 – Updated the Correction information and added a Recommendation. March 17, 2016 – Adding the Trax and Mokka models. November 9, 2016 – Adding the 2015 and 2016 Model Years. February 22, 2017 – Removing the Opel Mokka model and adding Involved Region or Country section. March 29, 2018 – Added a Note regarding service part design to the Service Procedure.

