

**Subject: Engineering Information — Second Row Center Buckle Not Latching Correctly**

**Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information bulletins.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Traverse	2018	2018			All	All
GMC	Acadia	2018	2018			All	All

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO)</b>	Equipped with Seat Configuration (RPO ABC - Chevrolet) or (RPO ABA - GMC)
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on the second row middle seat is smashing the center buckle when folding the seats down causing the latch to not work as intended.</p>
<b>Cause</b>	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

## Correction

If you encounter a vehicle with the above concern, prior to attempting any repairs gather the following information:

- Take pictures of any damage to the buckle and show if during a seat cycle the buckle is subject to receiving any damage.
  - Note:** Pictures should be sent using the Field Reporting Process. Submit a report as outlined in the latest version of Corporate Bulletin Number 02-00-89-002 (U.S. Dealers) or 10-00-89-006 (Canada Dealers). The report must include the PIE number for warranty claim payment.
- Ask the customer if the damage happened during normal seat cycling or was it during child seat use or any other scenario.

Contact one of the engineers listed below with findings.

## Contact Information

Engineer Name	Phone Number
Rachel Cacossa	(586) 961-1335
Stanley Samuel	(586) 601-6132

Please include the following information if leaving a message:

- Technician name

- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
7080558*	Engineering Information — Second Row Center Buckle Not Latching Correctly	0.4 hr

\* This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

<b>Version</b>	1
<b>Modified</b>	Released January 24, 2018