

Subject: Engineering Information – Driver Seat Track Will Not Adjust Forward and/or Backwards and Becomes Seized

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 the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

This PIE has been revised to add the Acadia, XT5, Traverse and Enclave models. Please discard PIE0509.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2016	2019				
Cadillac	XT5	2017					
Chevrolet	Malibu	2016					
	Traverse						
GMC	Acadia						

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with ADJUSTER FRT ST-POWER, 8 WAY (RPO AE8)
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment that the driver seat track will not adjust forward and/or backwards and becomes seized.
Cause	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, perform the following checks:

Note: Technicians will need to refer to Document ID#: 4199771 in SI.

1. Verify that the driver seat track will not move forward and backward.
2. Once it has been determined that the circuitry and switch is not the root cause of the issue, the technician needs to call the engineer listed for further instructions.

Contact Information

Engineer Name	Phone Number
Jessica Polidan	(586) 253-7400

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
7086308*	Engineering Information – Drivers Seat Track Will Not Adjust Forward and/or Backwards and Becomes Seized	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released February 15, 2019 May 16, 2019 – Added the Acadia, XT5, Traverse and Enclave models.