



Service Bulletin

Bulletin No.: 17-NA-152

Date: March, 2020

TECHNICAL

Subject: Front Power Seat Slight Rocking Movement While Shifting Weight from Seat, During Hard Stops, and/or When Driving Over Rough Road Surface

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse	2017	2018			All	All
	Enclave	2018	2018				
	Envision	2015	2019				
Cadillac	XT4	2019	2019				
	XT5	2018	2018				
Chevrolet	Cruze (VIN B)	2016	2019				
	Malibu (VIN Z)	2016	2016				
	Malibu	2017	2018				
	Equinox (VIN X)	2018	2018				
	Traverse	2018	2018				
GMC	Acadia	2018	2018				
	Terrain	2018	2018				
Holden	Equinox	2018	2019				

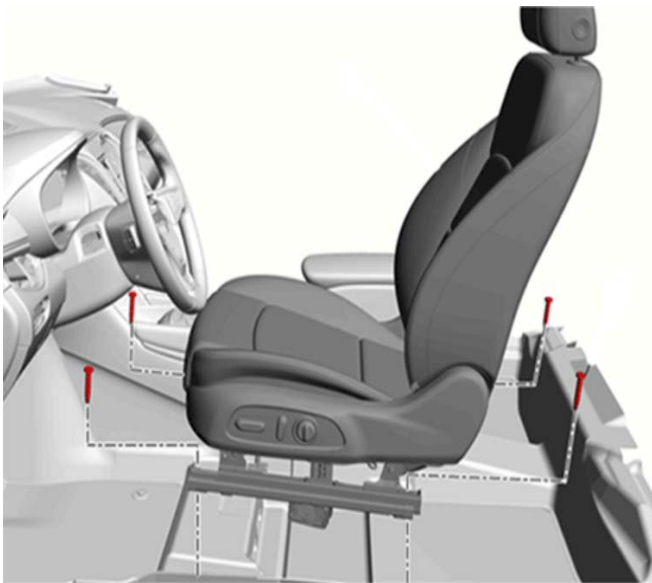
Involved Region or Country	North America, Europe, Russia, Middle East, Israel, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, South Korea, China, Thailand, Australia, New Zealand, Egypt, Africa
Additional Options (RPOs)	Equinox (VIN X) or Terrain equipped with driver/passenger power seats (AG1) or (AG2) Cruze (VIN B) equipped with driver power seat (AH5)
Condition	Some customers may comment on feeling slight rocking movement of a front power seat while shifting weight from seat, during hard stops, and/or when driving over rough road surfaces.
Cause	The cause of the condition may be unintended movement of the driver or passenger seat vertical adjuster actuator.
Correction	Apply load, then re-torque the three fasteners retaining the seat vertical adjuster actuator following the Service Procedure below.

Service Procedure



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1. Prepare the affected seat for removal by powering the seat cushion to it's fully upward position, **then lower it approximately 5.0–10 mm (0.20–0.40 in).**



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2. Remove the seat. Refer to *Driver or Passenger Seat Removal and Installation* in SI.



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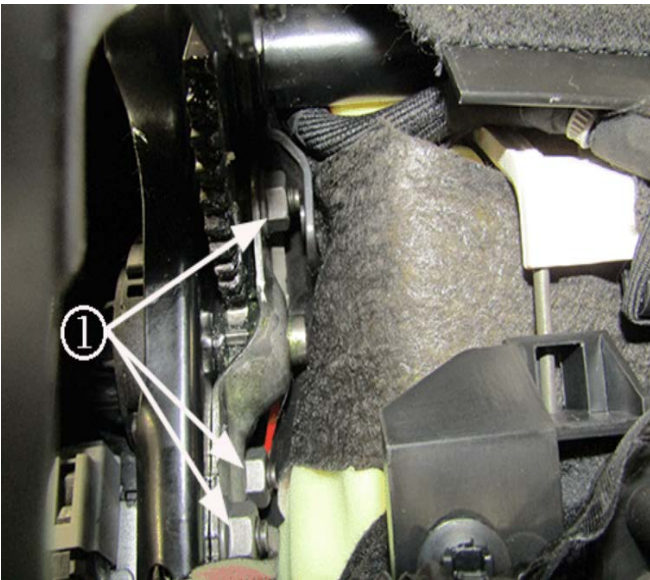
3. Position seat on a clean, protected surface with the seatback angled down and the underside accessible.



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Note: Removal of the seat cushion outer finish cover is necessary to access the seat motor and also achieve torque wrench access to all three fastener positions. Examples of an Equinox seat (1) and a Malibu seat (2) are shown in the graphic above.

4. Remove the seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.



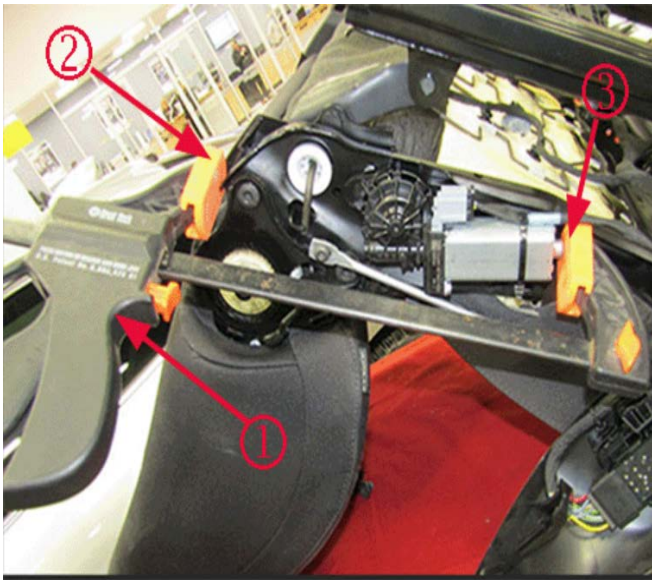
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5. Loosen the three vertical adjuster actuator nuts (1).



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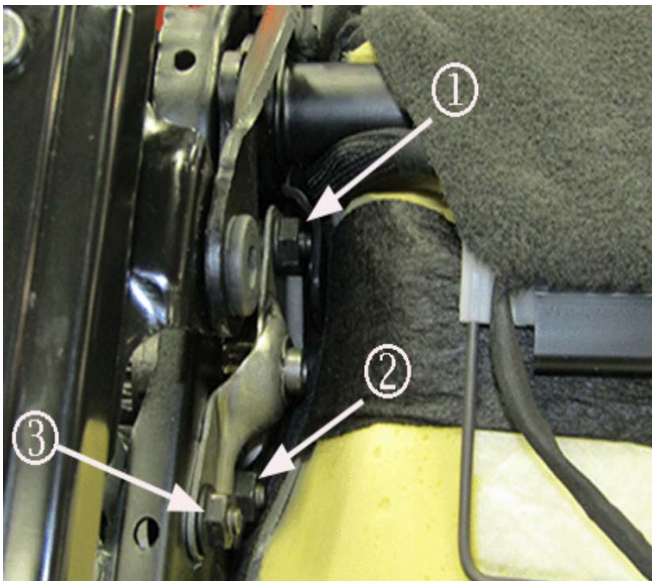
Note: The intent on applying a load to the height adjuster motor is to force full gear mesh, and lessen any teeth clearance between the gear on the actuator and the sprocket on the seat track, reducing seat movement.



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Important: Only tighten the clamp until it comes to a comfortable stop position. DO NOT apply additional load to try and force the gear interface any further.

- Using an adjustable, or similar type clamp (1), position one jaw at the end of the seat frame (2) and the other jaw flush against the seat motor (3), and cinch the clamp tight. This will apply a load which will allow the actuator gear to be FIRMLY pressed into the sprocket.



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Important: The three nuts should be tightened in sequence of top-most nut first (1), middle second (2), and lower last (3).



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- Keeping the clamp in position, use a torque wrench to tighten the top-most fastener first.

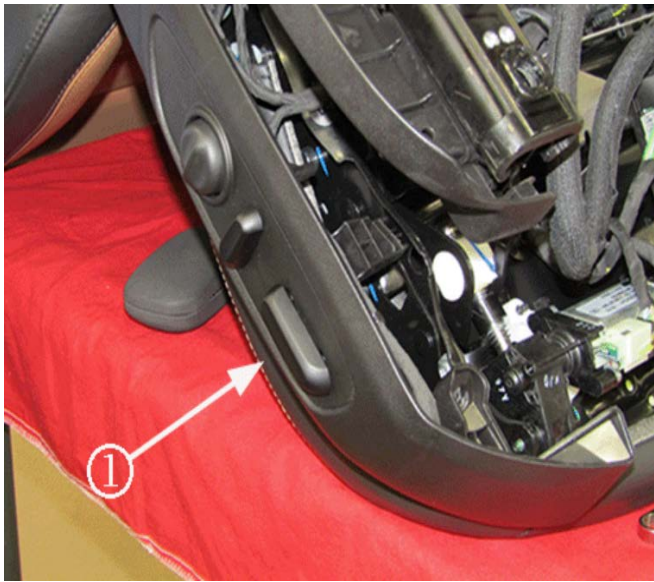
Tighten

Tighten the nut to 27 N•m (20 lb ft).



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- With the top fastener holding the load, tighten the middle then the lower nuts to the same torque specification.
- Remove the clamp.



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Parts Information

No parts are required for this repair.

Warranty Information

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

Labor Operation	Description	Labor Time
7080438*	Apply Load, Re-torque Seat Vertical Adjuster Actuator Fasteners	0.5 hr
*This is a unique Labor Operation for bulletin use only.		

10. Reinstall the seat cushion outer finish cover (1). Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.
11. Reinstall the seat to the vehicle. Refer to *Driver or Passenger Seat Removal and Installation* in SI.
12. Verify seat movement condition has been improved/minimized.

Version	9
Modified	<p>June 1, 2017 – Updated text and graphic for step 6.</p> <p>June 14, 2017 – Added GMC Terrain model.</p> <p>December 21, 2017 – Added Cruze (VIN B) model.</p> <p>February 27, 2018 – Added Models and revised the Service Procedure using clamp to provide gear load.</p> <p>March 12, 2018 – Added Holden Equinox model.</p> <p>April 16, 2018 – Added Buick Envision model and updated breakpoint dates.</p> <p>October 2, 2018 – Added Cadillac XT4 model, added 2019 Cruze and Holden Equinox models, and updated the torque specification in the Service Procedure.</p> <p>February 28, 2020 – Removed previously listed Date breakpoints and updated the Involved Region or Country section.</p>

