



Service Bulletin

Bulletin No.: 17-NA-198

Date: March, 2020

TECHNICAL

Subject: Difficulty Adjusting Manual Seat Height and/or Seat Stuck in Lowest/Highest Position

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2017	2020			All	All
	Equinox	2018	2020			All	All
	Traverse		2019				
	Cruze (VIN B)	2016	2019			All	All
	Malibu						
	Volt						
GMC	Acadia (VIN N)	2017	2019			All	All
	Terrain	2018	2020			All	All
Holden	Equinox	2018	2019			All	All
	Cruze B (Astra Sedan)	2016	2019			All	All
	Acadia	2019	2019			All	All

Involved Region or Country	North America, Europe, Middle East, China, GM Korea, Brazil, Chile, Colombia, Peru, Israel, South Africa, Australia, New Zealand
Condition	Some customers may comment that it is difficult to manually adjust the seat height and/or seat stuck in lowest/highest position.
Cause	This condition may be caused by the mechanical function of the height adjustment being jammed, not broken.
Correction	Disengage the jammed parts and release the gears for proper function.

Service Procedure

If you encounter a vehicle with the above concern, complete the following steps:



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1. Pull the lever with high force to disengage the jammed parts in the seat gear and release the mechanical function. If unsuccessful, continue to Step 2.



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2. Push down on the lever several times (pumping movement) with high force even when the seat is in the lowest position, then pull the lever up with high force.

Important: Do NOT loosen or disassemble the attachment nuts on the height adjust mechanism that is attached to the cushion seat frame.

Important: This will solve the jamming of the gears and seat is adjustable again.

Note: The lever and pump assembly can resist this force easily and will NOT be damaged during the process.

3. Once the mechanical function becomes un-jammed, cycle the height adjuster handle to full up and then full down 4 times for additional break in.
4. If unsuccessful, then follow normal service procedure for cushion frame replacement.

Parts Information

No parts needed for this condition.

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
7080448*	Disengage the Jammed Seat Parts	0.2 hr

*This is a unique Labor Operation for bulletin use only.

Version	5
Modified	<p>June 30, 2017 – Added Models, updated the Service Procedure and adjusted the labor operation time.</p> <p>April 16, 2018 – Added the Traverse and Holden models and changed the warranty coverage statement.</p> <p>October 23, 2018 – Added the 2019 Model Year and the Holden Acadia.</p> <p>March 03, 2020 – Added the 2020 Model Year to the Chevrolet Equinox, GMC Terrain, Chevrolet Bolt EV and updated the Involved Region or Country section.</p>

