

**Subject: Engineering Information - 3rd Row Release Strap has Fray Marks and/or Does Not Release to Fold Down Seat Back**

**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 PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.**

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2020	2023	—	—	—	—
Chevrolet	Traverse						

<b>Involved Region or Country</b>	<b>U.S. Dealers ONLY</b>
<b>Condition</b>	Some customers may comment on the 3rd row release strap has fray marks and/or does not release to fold down the seat back.
<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**

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

If you encounter a vehicle with the above concern, perform the following steps and contact one of the engineers listed below with your findings.



1. Is the bezel on the 3rd row seat fully seated and snapped/locked into place, as shown in the photo above.
2. Is the bezel loose or tight to the back carpet trim?
3. Is the system functional? or is this claim related to a frayed strap?
4. Does the fray witness mark on the strap indicate a straight or angle type pull? Take a clear photo showing the direction.
5. What is the length and size of the fray? Short, long, wide or narrow? Take a clear photo showing the size.



6. Remove the 3rd row seat back cover to get access to the routing for the release strap and feel the S wire, shown in the photo above, for any weld BBs or burrs. Refer to *3rd Row Seat Pull Strap Replacement* in SI.

6.1. If any weld BBs or burrs are found, take a clear photo of the area.

7. Pull the strap while searching where the fray mark is in relation to the travel. Does the strap come in contact with anything beside the S wire?



8. Check is the routing for the release strap. Was the strap routed through the bezel and over the S wire (1) or routed through the bezel and under the S wire (2)? As shown in the photo above.

9. Contact one of the engineers listed below with your findings.

### Contact Information

The Contact Information has been redacted.

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
7086428*	Engineering Information - 3rd Row Release Strap Does Not Release to Fold Down Seat Back	1.2 Hrs.

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

Version	1
Modified	Released May 03, 2023