

Subject: Engineering Information - Melted Burn Marks and/or Smoke Smell Coming from the Height Adjuster Motor Under the Front Row Seat

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

This EI has been revised to add Engine RPO LFY for Traverse. Please discard PIE0773.

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:	
		from	to	from	to			
Buick	Enclave	2022	2024	—	—	—	—	
Cadillac	XT4							
	XT5							
	XT6							
Chevrolet	Blazer							
	Cruze							2023
	Equinox							2024
	Malibu							
	Traverse							
GMC	Acadia							2023
	Terrain	2024						

Involved Region or Country	U.S. Dealers ONLY
Condition	Some customers may comment on a smoke smell around the front row seat. Technicians may find melted burn marks around the height adjuster motor under the front row seat.
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

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 the engineer listed below with your findings:

1. Visually inspect **WITHOUT** altering the vehicle or taking anything apart, to see if there is either melting/burn marks around or nearby the motor.

- 1.1. Ask the customer if they smelled and/or seen smoke or melting coming from under the seat.
2. If either smoke and/or melting/burn marks has occurred, please open a PAC case. The vehicle must remain in the same state that it came into the shop. Refer to Service Bulletin 18-NA-099 for PAC instructions.
3. After opening a PAC case (if applicable), contact the engineer listed and provide the VIN and PAC #. If no PAC case was opened, contact the engineer and provide the VIN and details.

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

Labor Operation	Description	Labor Time
7086498*	Engineering Information - Melted Burn Marks, Smoke Smell Coming from the Height Adjuster Motor Under the Front Row Seat	0.5 hr

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

Version	2
Modified	Released December 21, 2023 Revised January 16, 2024 – Added Engine RPO LFY for Traverse.