



# Service Bulletin

Bulletin No.: 24-NA-277  
Date: March, 2025

## TECHNICAL

**Subject: Rear Seat False Latch Concerns**

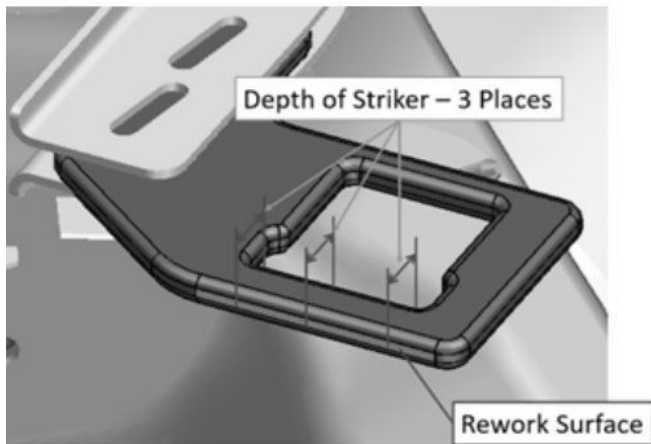
| Brand:    | Model:     | Model Year: |      | VIN: |    | Engine: | Transmission: |
|-----------|------------|-------------|------|------|----|---------|---------------|
|           |            | from        | to   | from | to |         |               |
| Chevrolet | Equinox EV | 2024        | 2025 | -    | -  | All     | All           |

|                            |   |
|----------------------------|---|
| Involved Region or Country | North America, Middle East, Israel, Palestine, Brazil (Mercosur), Chile (West), Colombia (West), Ecuador (West), Uruguay (West), Japan  |
| Condition                  | Some customers may comment on the rear seat may become disengaged from striker without the function of the latch release handle.  |
| Cause                      | The cause of the condition may be the red latch indication flag drops (not visible) prior to full engagement/latch function of seatback latch to striker. Thus, falsely indicating full latch function of seatback latch. |
| Correction                 | Technicians are to uniformly grind front face of metal striker to specified dimension to enable proper latching.  |

**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.

### Service Procedure

1. Verify Seat Latch Condition – A false latch condition exists when the red latch indication flag drops without full latch function of seatback latch to striker. When in a false latch condition, seatback latch can disengage from striker without functioning the seat latch release handle.



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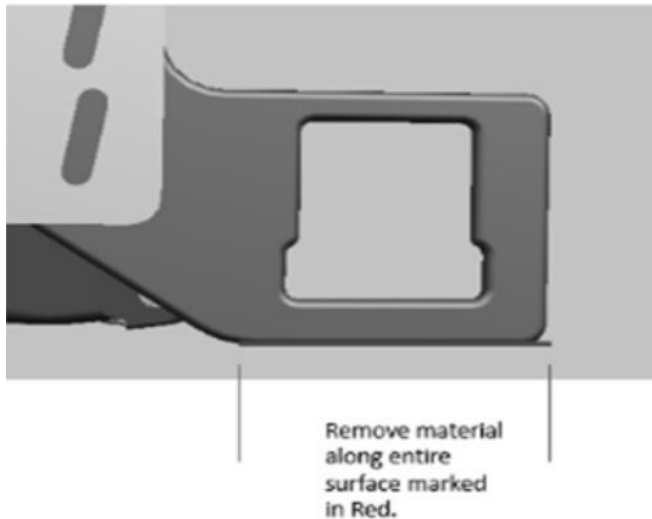
- 1.1. Measure the striker with calipers or micrometer at three points (as seen in image above).
- 1.2. If striker is larger than 10.7mm, rework to body procedure (Begin Step 2).
- 1.3. If the striker is not larger than 10.7mm, Replace Seat, Contact TAC, and Submit FPR.



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2. Fold the seats down and place a covering on the floor to catch the metal shavings.
3. Begin grinding the striker front surface using an appropriate cutting wheel with a safety guard affixed to it.

**Note:** It is important to be wearing the appropriate PPE during this procedure.



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- 3.1. Rework the striker to a uniform dimension of 10.35-10.6 (target 10.5 mm).
- 3.2. Check dimension frequently while grinding. (Check at same three points as step 1)
4. Remove any sharp edges. Use touch-up paint to blend the reworked surface according to the body color. (May have to order touch-up paint to match body color)
  - 4.1. After paint blending, Re-measure striker (Check at same three points as step 1).
  - 4.2. Striker must be not larger than 10.7mm.



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5. Verify false latch concern is resolved – push seat back until red lock indication flag drops (not visible). Seatback latch must not be able disengage from striker without the function of the latch release handle.
  - 5.1. If not resolved, Replace Seat, Contact TAC, and Submit FPR.
    - 5.1.1. Once seat is replaced, Verify false latch concern is resolved (Repeat step 5).

**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 |
|--|--------------------------|------------|
| *7086098   | Rear Seat Striker Rework | 0.2 hr     |
| *This is a unique Labor Operation for Bulletin use only. |                          |            |

|          |  |
|----------|--|
| Version  | 2  |
| Modified | Released December 20, 2024<br>Revised March 11, 2025 – Updated Step 3 to inform to use proper safety measures. |

