



Program Bulletin



SB-10057640-6326

CUSTOMER SATISFACTION PROGRAM

SUBJECT: Front Seat Manual Recliner Cable Adjustment

MODELS: 2014 Chevrolet Caprice

CONDITION

Certain 2014 model year Chevrolet Caprice vehicles may have an excessive preload applied to the seat recliner cable, this could lead to the incorrect operation of the seat recliner. If this condition is not corrected this could lead to seatback movement in an event where high loads are applied to the seatback.

CORRECTION

Dealers will inspect the front seat recliner cable adjustment on both front seats and adjust if required.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

No parts are required for this Customer Satisfaction Program.

SERVICE PROCEDURE

A small number of front seats may have been manufactured with preload on the manual recliner cable, this preload may lead to some seatback movement.

INSPECTION

1. Technicians must inspect the fore and aft movement of both front seat back recliner mechanisms following the inspection steps below. If there is not enough free play in the recliner cable, the seat back may not be locked to the seat base, causing the seat back to have excessive fore and aft movement.
2. With the seat in place, push and pull on the top of the seat back on the outboard side of the seat with a similar force to that used when opening a door handle (5 KG), refer to figure 1.
3. Repeat the process with the inboard side of the driver's seat, pushing and pulling with a similar force to that used when opening a door handle (5KG), refer to figure 2.

SEATS SHOWN OUT OF VEHICLE FOR ILLUSTRATION PURPOSES ONLY. THERE IS NO NEED TO REMOVE THE SEATS FOR INSPECTION OR RECTIFICATION.

OUTBOARD RECLINER MECHANISM

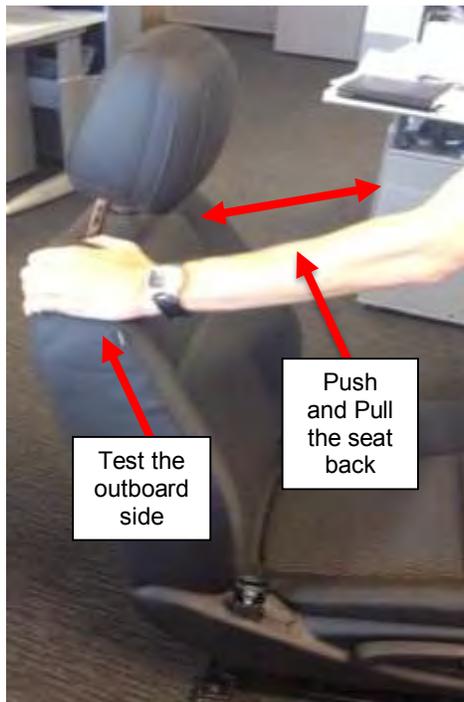


Figure 1

INBOARD RECLINER MECHANISM



Figure 2

- Repeat steps 2 and 3 for the passenger side seat, testing both the outboard and inboard sides of the seat back.
- If either the inboard or outboard side of each seat back moves freely when a pressure equivalent to pushing open a door (approx. 5kg) is applied, the seat **DOES NOT** meet requirements, complete the adjustment procedure, refer to step 6 below.

ADJUSTMENT PROCEDURE

- Remove the outer seat trim cover from the affected seat/seats, refer figure 3. Remove the recliner lever clip and then remove the recliner lever. Remove the rear screw cap and the rear T25 screw from the rear face of the side trim, refer figure 4. Remove the front T25 screw from the front inside face of outer trim, refer figure 5.

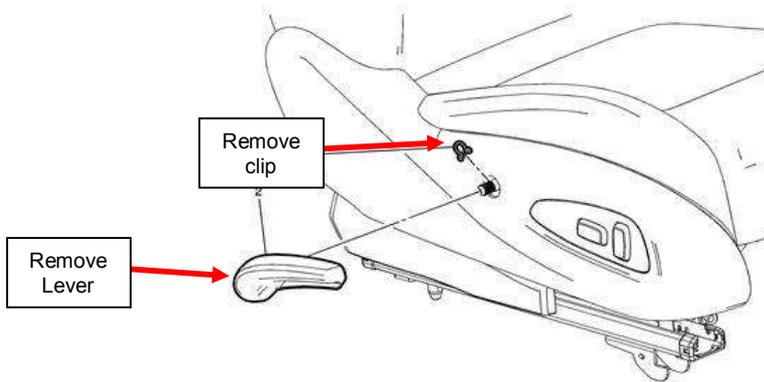


Figure 3

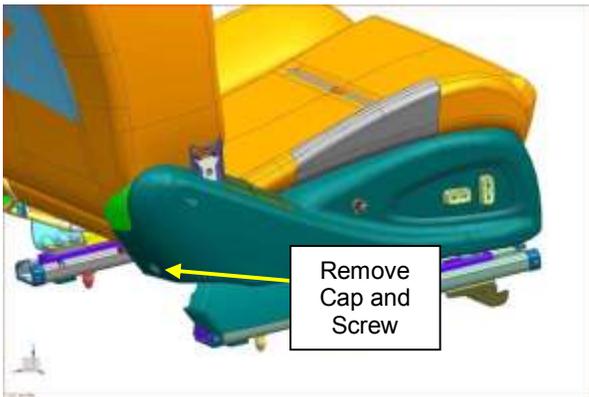


Figure 4



Figure 5

- Once the screws have been removed that secure the side cover in place, remove the side cover by manipulating the part to come loose from the cushion structure. This is easily achievable if the seat back is tilted back. The side cover must be lifted up and then forward to come free of several plastic clipping features, refer to figure 6.

Please note: Care should be taken when removing the side trim as the electrical connectors are still attached to the seat switches.

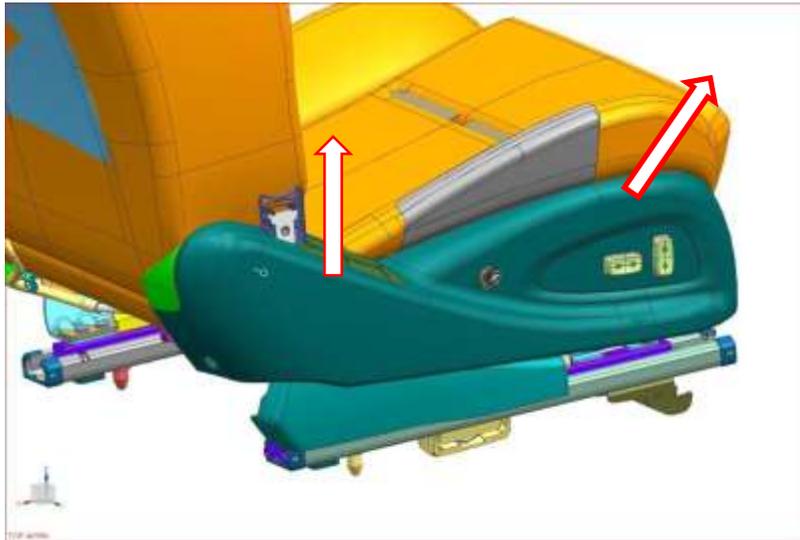


Figure 6

- 8. Disconnect both the seat switch electrical connectors.
- 9. Locate the recliner cable assembly. Squeeze the recliner cable tabs and pull the recliner cable retaining clip down to unlock the adjuster mechanism, refer figure 6.

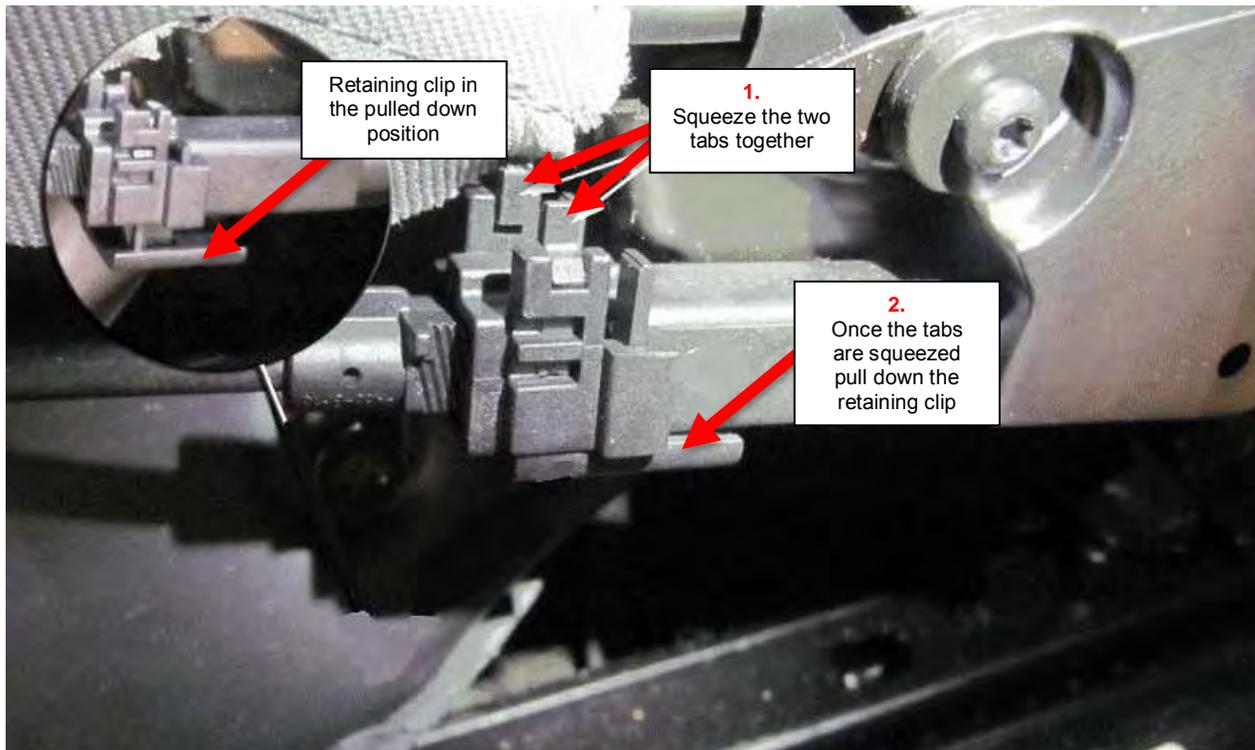


Figure 6

9. Once the adjuster mechanism has been unlocked adjustment of the free play in the cable between the end of the cable and the Z fitting will need to be carried out, refer figure 7 and step 13.

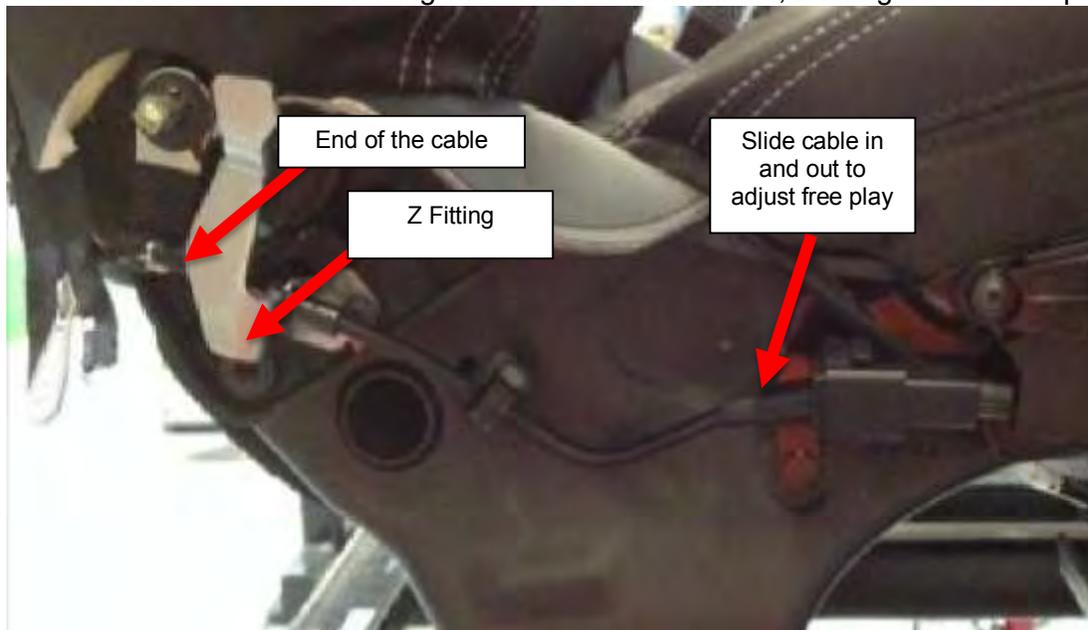


Figure 7

10. To check free play insert a 1 mm thick washer or equivalent into the cable end gap.

While holding the 1 mm washer in place. Adjust the free play in the cable so the ferrule, the washer and the Z-fitting are gently touching. To do this slide or pull the cable into or out of the locking mechanism to adjust the free play. Make sure the recliner lever is not moved/bumped/nudged out of position during the adjustment process, refer figure 8.

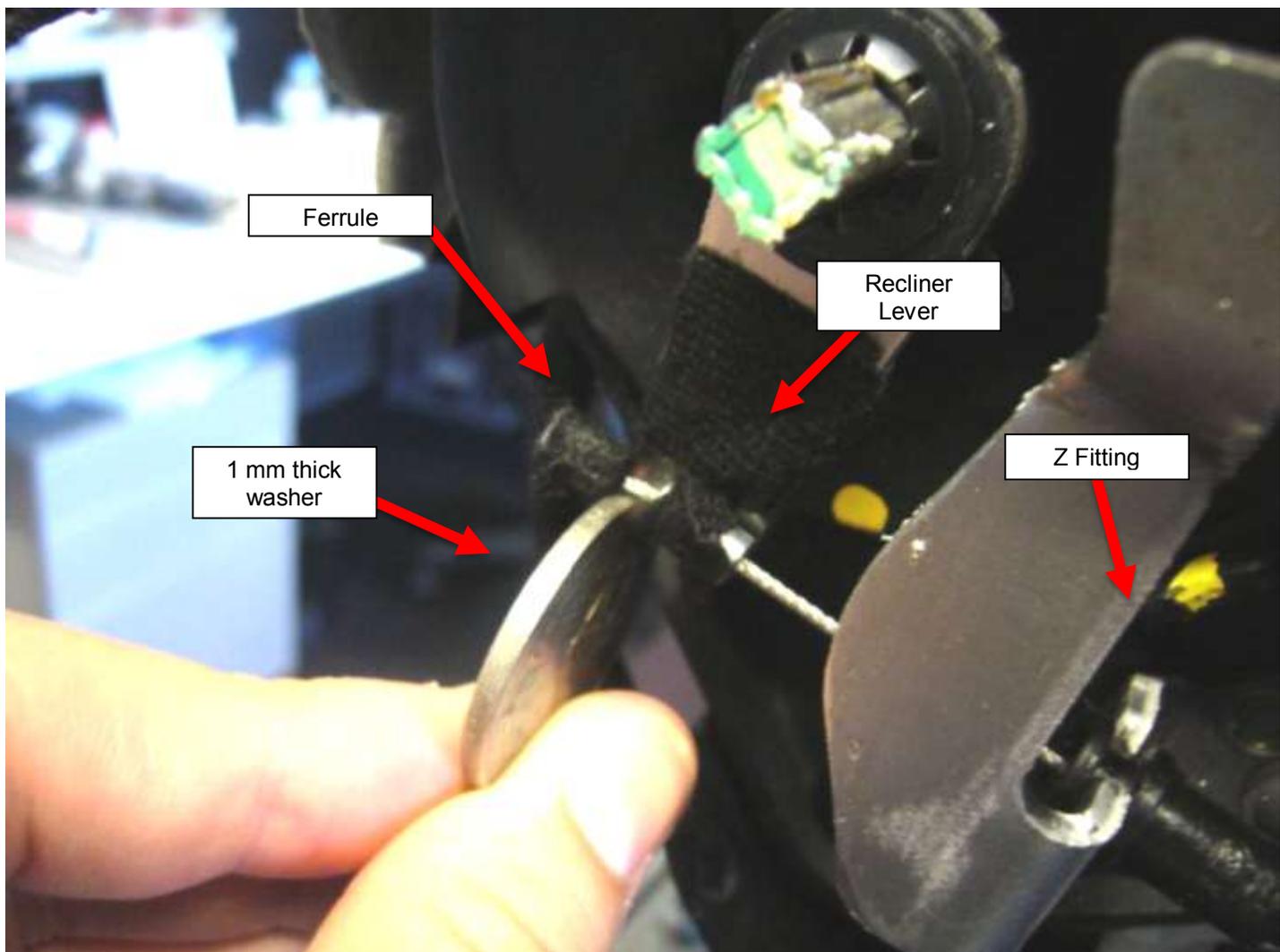


Figure 8

11. Once the free play has been adjusted, push the recliner cable adjuster pad up to lock the recliner cable adjuster tabs into place. Remove the 1 mm washer. The adjusting process is now complete, refer to figure 9.

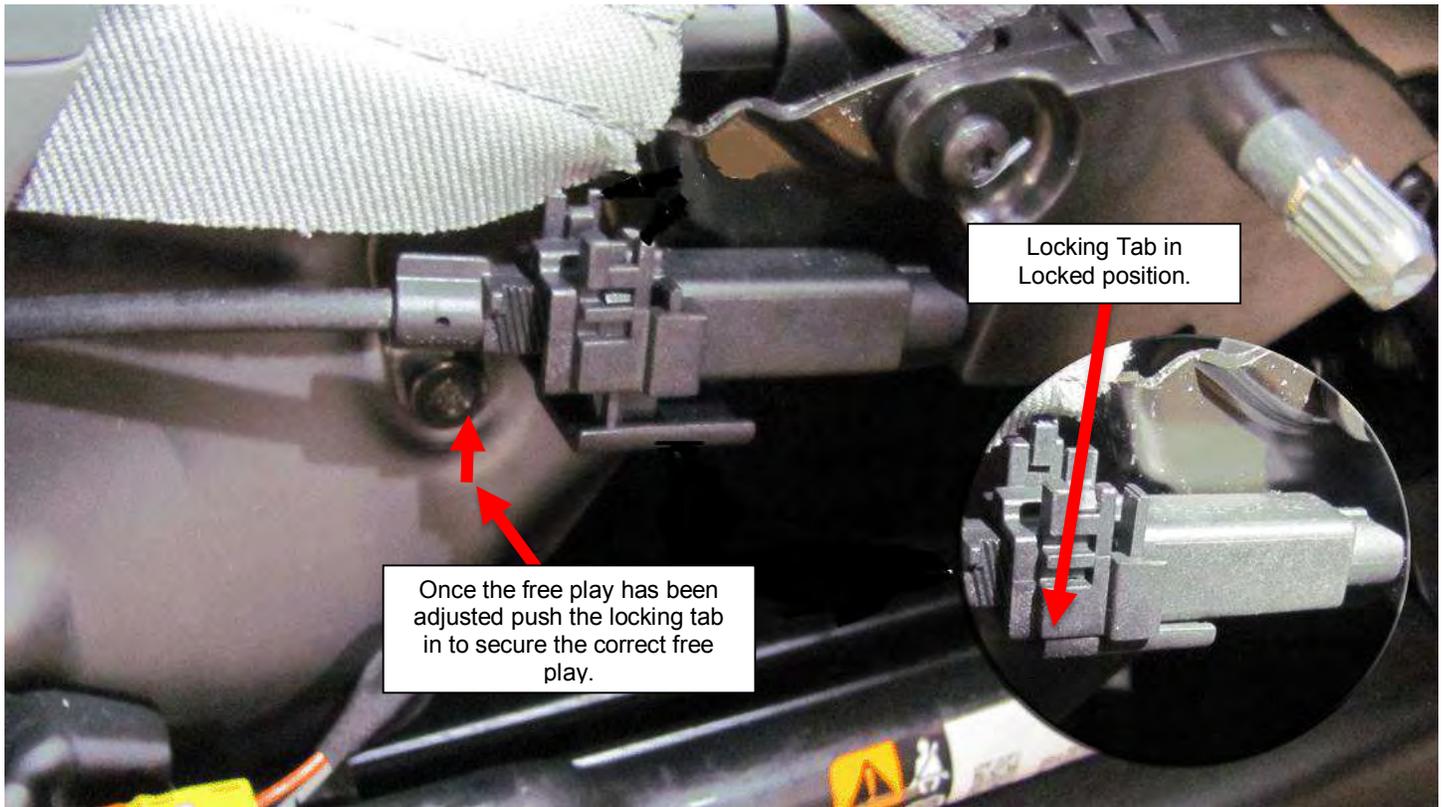


Figure 9

12. Refit the seat side trims and electrical connectors.

CUSTOMER REIMBURSEMENT

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by February 28, 2016.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100335	Manual Seatback Recliner Inspect	0.2
9100336	Manual Seatback Recliner Inspect and Adjust one side	0.4
9100337	Manual Seatback Recliner Inspect and Adjust both sides	0.6

CUSTOMER NOTIFICATION

Dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

January 2015

Dear Chevrolet Customer,

We are writing to inform you that Chevrolet has initiated a customer satisfaction program on some Caprice vehicles fitted with a manual seat recliner function.

Chevrolet has identified that a small number of these vehicles may have an excessive preload applied to the seat recliner cable, this could lead to the incorrect operation of the seat recliner. Chevrolet is contacting customers and requesting them to make a service appointment with a Chevrolet Dealer and have both their front seat inspected and the cable adjusted if required at no charge.

Our records indicate that your vehicle is within the range requiring the upgrade. We invite you to request the seat recliner inspection at your next scheduled visit to your Holden Dealer, or to contact your Chevrolet Dealer to make a specific service appointment to have this seat recliner inspection. When making your appointment please advise the Dealer that you have received this letter from Chevrolet and indicate your vehicle is part of Program 13368 – Seat Recliner Inspect/Adjust.

Should you have any questions or concerns regarding this letter, please contact your nearest Chevrolet Dealer or call the Customer Care line on -_------. The Customer Care line operates 8am to 7pm EST Monday to Friday, and 9am to 1pm EST Saturdays, except National Public Holidays

Customer Care Manager