



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-152

Date: December, 2017

TECHNICAL

Subject: Front Seat Slight Rocking Movement While Shifting Weight from Seat, During Hard Stops, and/or When Driving Over Rough Road Surface

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Cruze (VIN B)	2016	2018			All	All
Chevrolet	Equinox (VIN X)	2018	2018	SOP	Prior to March 30, 2017	All	All
GMC	Terrain	2018	2018				

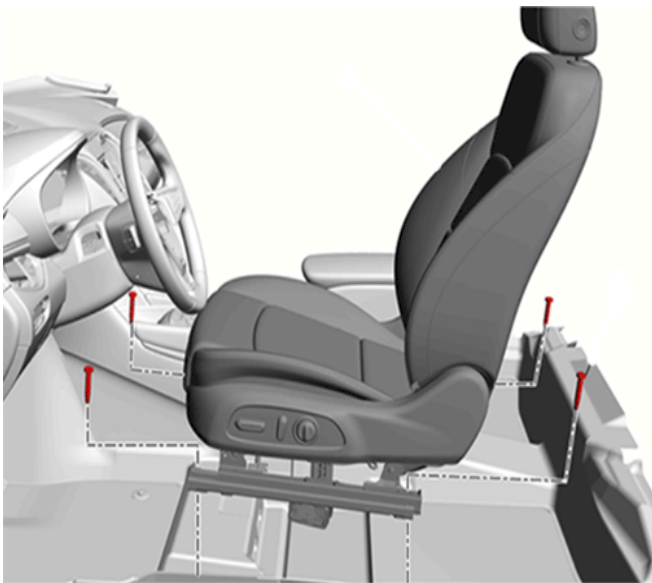
Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equinox (VIN X) or Terrain equipped with driver/passenger power seats (AG1) or (AG2) Cruze (VIN B) equipped with driver power seat (AH5)
Condition	Some customers may comment on feeling slight rocking movement of a front seat while shifting weight from seat, during hard stops, and/or when driving over rough road surfaces.
Cause	The cause of the condition may be unintended movement of the driver or passenger seat vertical adjuster actuator.
Correction	Apply load, then re-torque the three fasteners retaining the seat vertical adjuster actuator following the Service Procedure below.

Service Procedure



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1. Prepare the affected seat for removal by powering the seat cushion to it's fully upward position, **then lower it approximately 5.0–10 mm (0.20–0.40 in).**



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2. Remove the seat. Refer to *Driver or Passenger Seat Removal and Installation* in SI.



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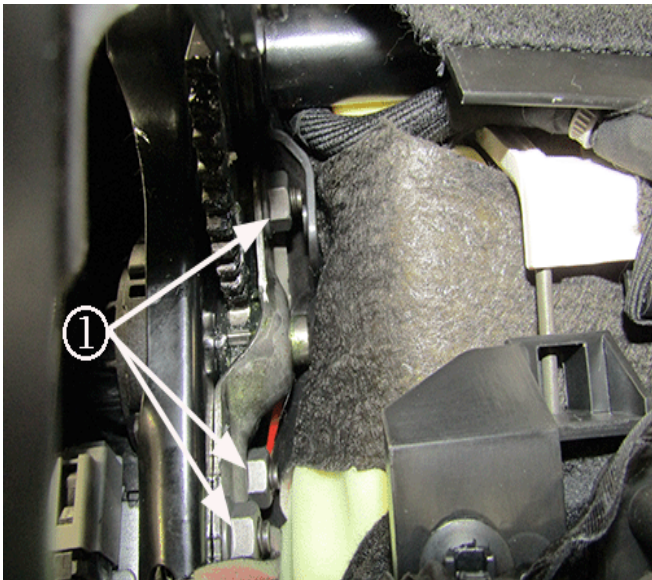
3. Position seat on a clean, protected surface with the seatback angled down and the underside accessible.



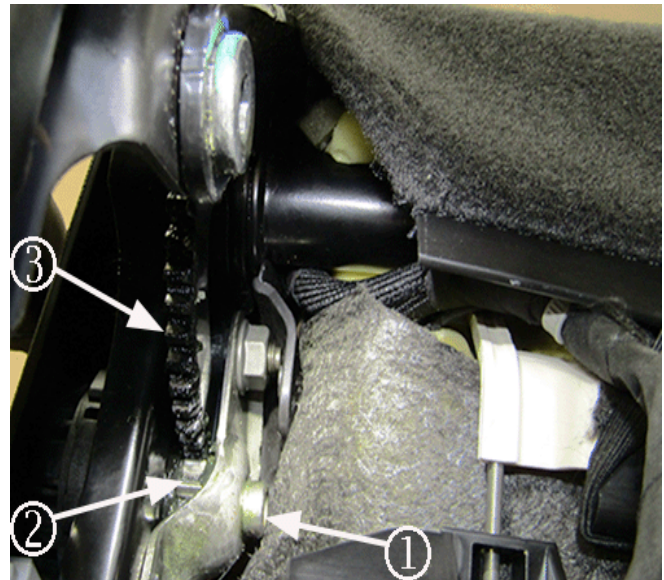
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Note: Removal of the seat cushion outer finish cover is necessary to achieve torque wrench access to all three fastener positions.

4. Remove the seat cushion outer finish cover (1). Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.



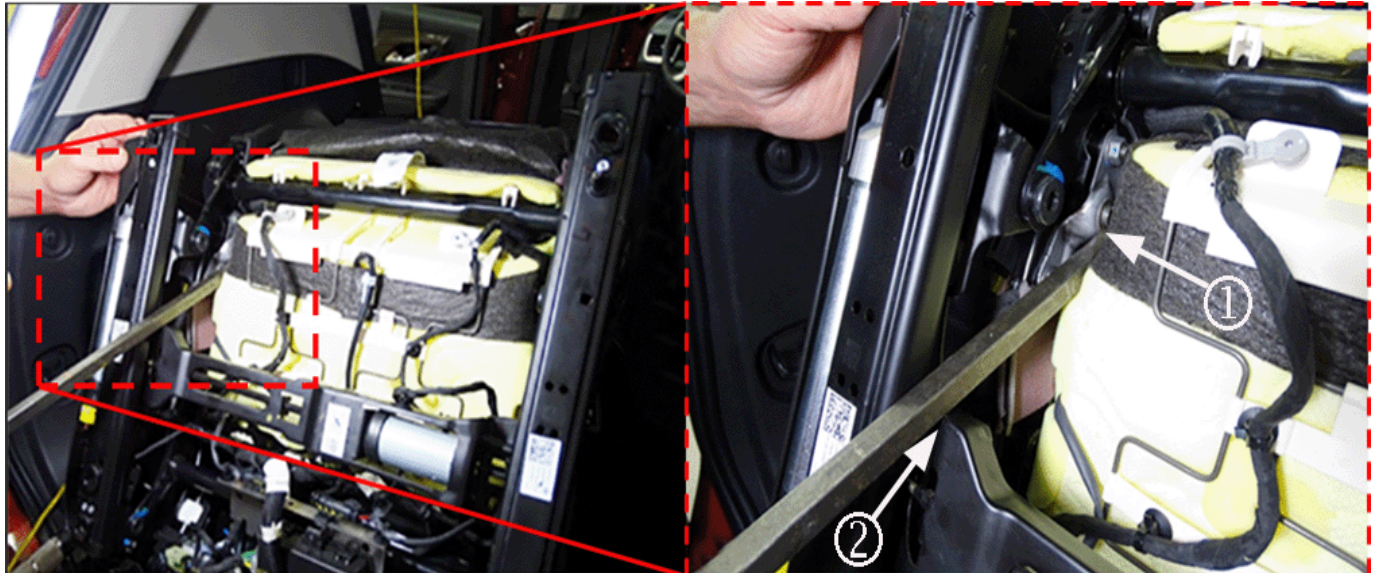
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5. Loosen the three vertical adjuster actuator nuts (1).

Note: The intent on applying a load to the pinion shaft (1) is to force full gear mesh, and lessen any teeth clearance between the gear on the actuator (2) and the sprocket (3) on the seat track, reducing seat movement.



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6. Using a long, regular screwdriver braced against the seat frame (2), pry against the actuator pinion shaft (1). This will apply a load which will allow the pinion gear to be FIRMLY pressed into the sprocket.



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Important: The three nuts should be tightened in sequence of top-most nut first, middle second, and lower last.

7. Continue to apply load to the pinion shaft (3) with the screwdriver (2), and use a torque wrench (1) to tighten the top-most fastener first.

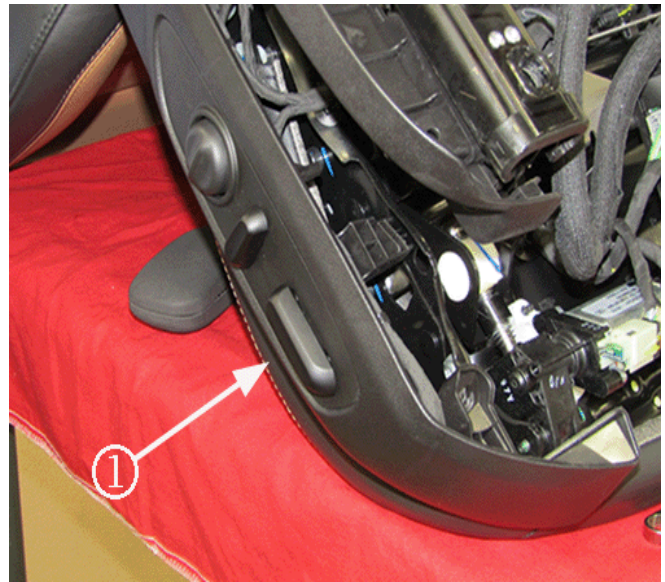
Tighten

Tighten the nut to 28 N•m (21 lb ft).



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8. With the top fastener holding the load, tighten the middle then the lower nuts to the same torque specification.



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- 9. Reinstall the seat cushion outer finish cover (1). Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.
- 10. Reinstall the seat to the vehicle. Refer to *Driver or Passenger Seat Removal and Installation* in SI.
- 11. Verify seat movement condition has been improved/minimized.

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
7080438*	Apply Load, Re-torque Seat Vertical Adjuster Actuator Fasteners	0.5 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	4
Modified	June 1, 2017 – Updated text and graphic for step 6. June 14, 2017 – Added GMC Terrain model. December 21, 2017 – Added Cruze (VIN B) model.

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