



Service Bulletin

Bulletin No.: 19-NA-112

Date: May, 2019

INFORMATION

Subject: Information on Passenger Rear Seat Back (60%) Stuck in Down Position/Will not Raise Up and/or Front Seat Belt Height Adjuster Stuck in Full Down Position

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2019	2019			All	All

Involved Region or Country	North America and N.A. Export Regions
Condition 1	Some customers may comment on the passenger rear seat back (60%) being stuck in the down position and will not raise up.
Condition 2	Some customers may comment on a front seat belt height adjuster that is stuck in the full down position.
Cause	These conditions are normal operating characteristics of their vehicle. It will not impact the designed performance or reliability of the vehicle.
Correction 1	<p>Caution: Do not attempt to disengage the seatbelt from the buckle without the appropriate tools as this may cause damage to the buckle.</p> <p>If this condition occurs, pull up on the seat back with moderate force as far as it will go, and then push all the way down on the seat back before attempting to raise the seat back again. Repeat if necessary. View the video attached below.</p> <p>Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this bulletin.</p>
Correction 2	<p>If this condition occurs, pull the seat belt webbing out 5–7.5 cm (2–3 inches) (or as far out as it will go) with moderate force and then release before attempting to raise the height adjuster again. Repeat if necessary. View the video attached below.</p> <p>Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this bulletin.</p>

Version	1
Modified	Released May 15, 2019

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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