

PRODUCT SERVICE BULLETIN
SILQ® Seating



IMPORTANT INFORMATION FOR DEALERS AND SERVICE TECHNICIANS

January 2, 2025

Steelcase has identified a potential performance issue affecting all SILQ seating manufactured prior to **March 4, 2024**. The issue is due to existing roll pins becoming ineffective over time leading to the potential for slight tilting movement felt in the seat. Any SILQ chair or stool manufactured prior to March 4, 2024 may experience the existing roll pin working its way out and becoming loose or falling out completely. As the chair continues to be used, the retaining nut will loosen and movement may become more significant.

This issue does not represent a safety risk to the user; however, your dealership may experience an increase in customer complaints about loose feeling or unintentional movement felt in SILQ seating.

Style numbers that could be affected by this issue are 418A000 and 418B000, including sewn versions with the -S suffix.

If your dealership receives a complaint for SILQ chairs that are experiencing unintentional movement felt in the seat or a loose/tilting experience, please take the following actions:

- Enter a LASER notification for the complaint.
- After claim approval, order retrofit roll pin kits to install on SILQ seating per your claim approval. (Part numbers for retrofit roll pin kit: 1577185001SR (25 pcs))
- A cylinder removal tool, 4620551SR, is needed to properly install the new roll pin. If needed, one can be added to the claim approval at no charge. Mentioning your need for the tool in your claim will streamline the approval process.
- The retrofit can be done with all SILQ seating even if the problem is not occurring. Doing so will proactively prevent the problem from occurring in the future.
- Only one roll pin should be added per SILQ. (Note: The existing roll pin can either be left in place as it may be difficult to remove especially in proactive cases or if the retaining nut has moved allowing the existing pin to become loose, you may remove the existing roll pin prior to installing the new roll pin).
- If a customer is experiencing this issue, we recommend proactively completing the retrofit for all SILQ seating that was shipped prior to **March 4, 2024** in the area of the malfunctioning SILQ or at the customer site – please advise your claim owner with any thoughts/questions about proactive retrofitting at affected sites.

Please reference the retrofit instructions available here: [SILQ Roll Pin Retrofit Instructions](#)

If you have questions, please contact the Steelcase Retrofit Support Team at 800.210.5109, or email us at retrofits@steelcase.com.