



Recall Bulletin



02V-253

PRODUCT SAFETY RECALL

SUBJECT: 02039 – REARWARD FOLDING HEAD RESTRAINTS PINCH POINT

**MODELS: 2000-2002 CHEVROLET TAHOE
 2000-2002 GMC YUKON
 2001-2002 GMC YUKON DENALI
 2002 CADILLAC ESCALADE**

CONDITION

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2000-2002 Chevrolet Tahoes; 2000-2002 GMC Yukons; 2001-2002 GMC Yukon Denalis; and 2002 Cadillac Escalades equipped with rearward folding head restraints on the second row seats. Two potential pinch points exist on each of the folding head restraints when the head restraint(s) are folded rearward as the seatback is folded down. If a person were to insert their finger(s) into the pinch point when the head restraint folds, it could trap and pinch the finger(s) causing injury.

CORRECTION

Dealers are to install protective covers over the pinch points.

VEHICLES INVOLVED

Involved are certain 2000-2002 Chevrolet Tahoes; 2000-2002 GMC Yukons; 2001-2002 GMC Yukon Denalis; and 2002 Cadillac Escalades equipped with rearward folding head restraints on the second row seat and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
2000	Chevrolet	Tahoe	Janesville	YJ100004	YJ211878
2001	Chevrolet	Tahoe	Janesville	1J100002	1J318222
			Arlington	1R100001	1R228123
2002	Chevrolet	Tahoe	Janesville	2J100001	2J240536
			Arlington	2R109204	2R244410
2000	GMC	Yukon	Janesville	YJ100002	YJ211863
2001	GMC	Yukon/Denali	Janesville	1J100005	1J318223
			Arlington	1R100002	1R228119
2002	GMC	Yukon/Denali	Janesville	2J100008	2J240555
			Arlington	2R109200	2R244411

VEHICLES INVOLVED, Cont'd.

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
2002	Cadillac	Escalade	Arlington	2R100001	2R244407

IMPORTANT: Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) or **GM Access Screen** (Canada only) or **DCS Screen 445** (IPC only) before beginning recall repairs. [Not all vehicles within the above breakpoints may be involved.]

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the recall bulletin. The customer name and address data will enable dealers to follow up with customers involved in this recall. Any dealer not receiving a computer listing with the recall bulletin has no involved vehicles currently assigned.

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

PARTS INFORMATIONParts Pre-Ship Information – For US and Canada

Important: An initial supply of parts required to complete this program will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of October 28, 2002. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
88880048	Cover, R/Seat H/Rst Supt (kit of 4 pcs.)	1

SERVICE PROCEDURE

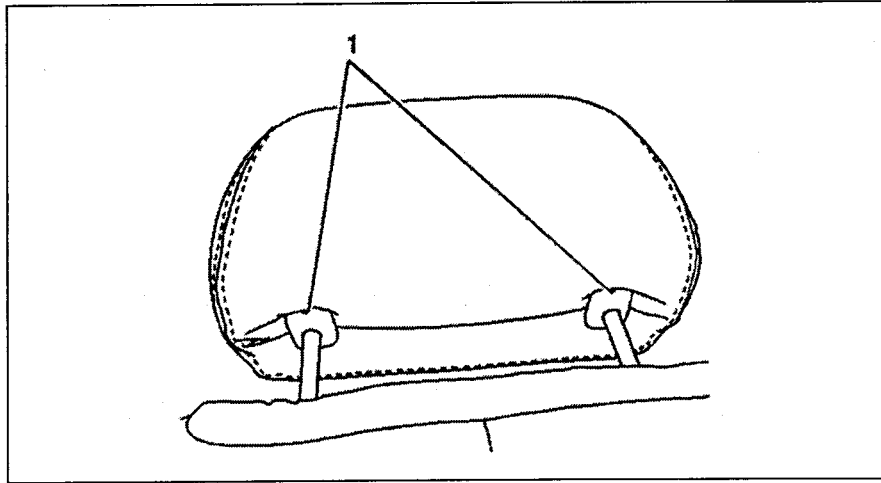
The following are instructions for installing support covers on the SECOND ROW rear seat head restraints. There are a total of four (4) covers to be installed (two per head restraint).

1. Open the rear side doors for access to the second row seat.
2. Release both rear seat cushions by pulling up on the strap loops located at the rear center of each seat cushion. Once released, continue pulling the seat cushion up and then fold it forward.

Caution

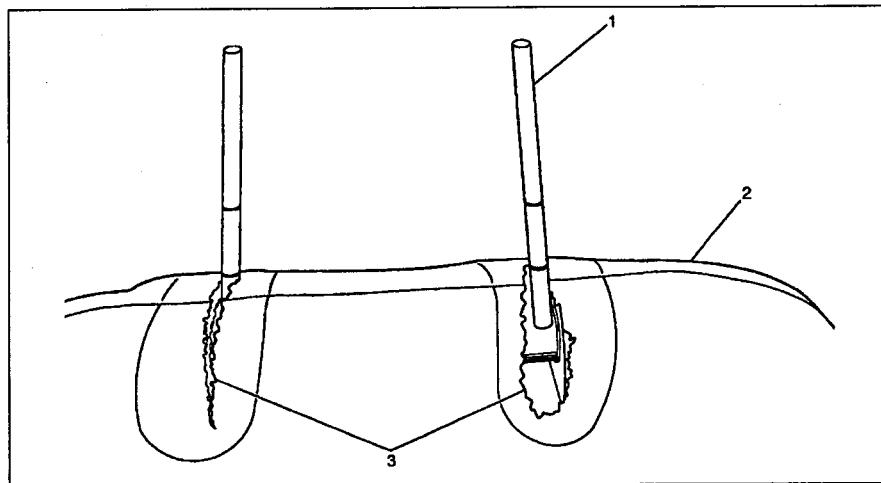
Keep fingers away from the pinch points when the head restraints fold rearward as the seatback is being lowered in the next step.

3. Raise both second row rear seat head restraints to the full up position and tilt both rear seatbacks forward.



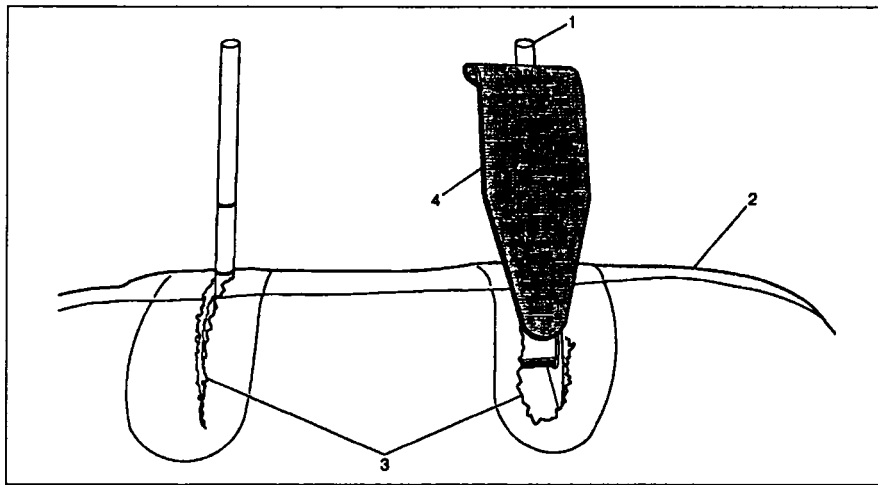
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4. Insert an awl or pointed tool into the small hole (1) in the retainer located at the bottom of the head restraint while slightly pulling upward on the restraint. Repeat this step on the second support of the head restraint.
5. Remove the head restraint.



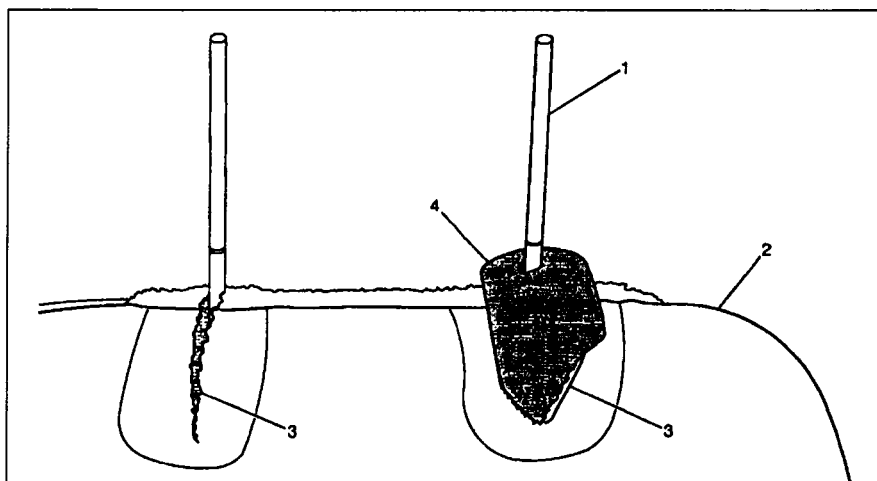
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6. Raise the head restraint supports (1) to a vertical position and carefully open the slit (3) in the seatback fabric (2). The illustration shows the left slit being closed and the right slit when open.



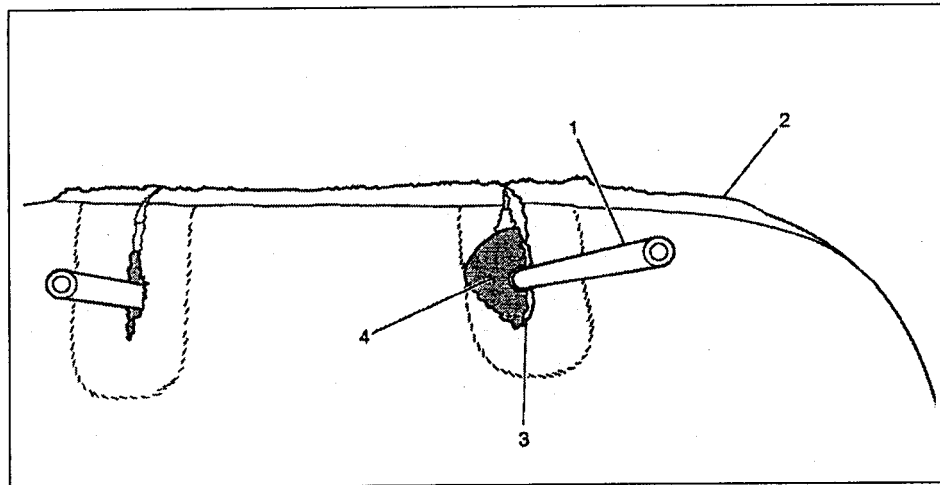
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7. Install one support cover (4) on the head restraint support (1) with the support going through the hole in the cover.



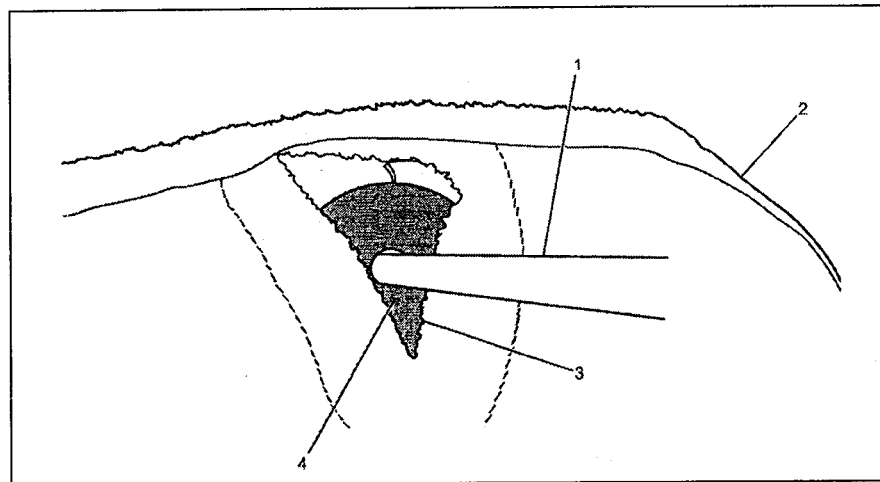
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8. While holding the slit (3) in the seatback fabric open, begin sliding the cover down inside the seatback as shown.



922591

9. When the support cover (4) is all the way down on the head restraint support (1), fold (tilt) the head restraint support rearward as shown.



922592

10. With the head restraint support (1) folded rearward, finish inserting the support cover (4) inside the slit (3) in the seatback. Reposition the seatback fabric as necessary to close the slit in the fabric.
11. Install a support cover on the other head restraint support.
12. Install the head restraint on the supports and verify that the head restraint supports fold properly.
13. Repeat the above procedure on the other second row head restraint supports.
14. Return the seatbacks and cushions to their normal positions.
15. Install the GM Recall Identification Label.

RECALL IDENTIFICATION LABEL – For US and IPC

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five (5) digit dealer code of the dealer performing the recall service. This information may be inserted with a typewriter or a ball point pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. **When installing the Recall Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering.** Additional Recall Identification Labels for US dealers can be obtained from Dealer Support Materials by either ordering on the web from DWD Store, gm-dealerworld.com, or calling 1-866-700-0001 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Request Item Number S-1015 when ordering.

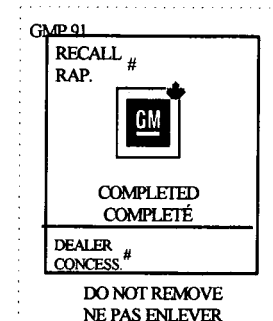


Additional Recall Identification Labels for IPC dealers can be obtained from your Regional Marketing Office.

RECALL IDENTIFICATION LABEL – For CANADA

Place a Recall Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Recall Bulletin. Each label provides a space to include the recall number and the five (5) digit dealer code of the dealer performing the recall service. This information may be inserted with a typewriter or a ball point pen.

Put the Recall Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. **Additional Recall Identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-668-5539 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number GMP 91 when ordering.**

**COURTESY TRANSPORTATION**

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranty. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product recall is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS	NET ITEM
Install Protective Covers	1	---	**	MA-96	V0894	0.2*	N/A
Courtesy Transportation	N/A	N/A	N/A	MA-96	***	N/A	****

- * For Program Administrative Allowance, add 0.1 hours to the "Labor Hours".
- ** The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the cover kit needed to complete the repair.
- *** Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual.
- **** The amount identified in the "Net Item" column should represent the actual dollar amount for courtesy transportation.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

CUSTOMER NOTIFICATION – For US and CANADA

Customers will be notified of this recall on their vehicles by General Motors (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For IPC

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and IPC (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY - ALL

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

Dealers are to service all vehicles subject to this recall 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 dealer 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. This could be done by mailing to such customers, a copy of the customer letter accompanying this bulletin. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



November, 2002

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2000-2002 Chevrolet Tahoes; 2000-2002 GMC Yukons; 2001-2002 GMC Yukon Denalis; and 2002 Cadillac Escalades equipped with rearward folding head restraints on the second row seats. Two potential pinch points exist on each of the folding head restraints when the head restraint(s) are folded rearward as the seatback is being folded down. If a person were to insert their finger(s) into the pinch point when the head restraint folds, it could trap and pinch the finger(s) causing injury.

What Will Be Done: Your GM dealer will install protective covers over the pinch points. This service will be performed for you at **no charge**.

How Long Will The Repair Take? The length of time required to perform this service correction is approximately 15 minutes. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

Contacting Your Dealer: Please contact your dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Your dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
GMODC	(905) 644-4112	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

If, after contacting the appropriate Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge

and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

Customer Reply Card: The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

General Motors Corporation

Enclosure



Service and Parts Operations

RPB#02-112
Recall Parts Bulletin

TO: CADILLAC, CHEVROLET, DATE: NOVEMBER 1, 2002
GMC DEALERS

ATTN: PARTS MANAGER

FROM: J. M. STONE, RECALLS

SUBJECT: 02039 – REARWARD FOLDING HEAD RESTRAINTS PINCH POINT

02V-253

PRODUCT SAFETY RECALL 02039 – NOVEMBER 1, 2002

DESCRIPTION:

- General Motors has decided that a defect that relates to motor vehicle safety exists in **certain** 2000-2002 Chevrolet Tahoes; 2000-2002 GMC Yukons; 2001-2002 GMC Yukon Denalis; and 2002 Cadillac Escalades equipped with rearward folding head restraints on the second row seats. Two potential pinch points exist on each of the folding head restraints when the head restraint(s) are folded rearward as the seatback is folded down. If a person were to insert their finger(s) into the pinch point when the head restraint folds, it could trap and pinch the finger(s) causing injury.
- Dealers are to install protective covers over the pinch points.
- Refer to Product Safety Recall Bulletin for further information.

EFFECTIVE DATE:

Owner mailing is scheduled to begin: **November 8, 2002.**

GENERAL INFORMATION:

PART NUMBER	DESCRIPTION	QUANTITY/VEHICLE
88880048	Cover, R/Seat H/Rst Supt (kit of 4 pcs.)	1

Important: An initial supply of parts required to complete this program will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of October 28, 2002. Pre-shipped parts will be charged to dealer's