

Part 573 Safety Recall Report

17V-404

Manufacturer Name : General Motors LLC

Submission Date : JUL 15, 2019

NHTSA Recall No. : 17V-404

Manufacturer Recall No. : 17239/17258



Manufacturer Information :

Manufacturer Name : General Motors LLC

Address : 29427 Louis Chevrolet Road
MAIL CODE 480-210-2V WARREN MI
48093

Company phone : 586-596-1733

Population :

Number of potentially involved : 768

Estimated percentage with defect : 45 %

Vehicle Information :

Vehicle 1 : 2016-2017 Buick Envision

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2016-2017 Buick Envision vehicles.

Production Dates : MAR 27, 2016 - MAY 16, 2017

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : General Motors has decided that certain 2016 – 2017 Buick Envision vehicles may not comply with Federal Motor Vehicle Safety Standard (FMVSS) 202a, “Head Restraints.” GM’s Universal Tablet Holder accessory, if incorrectly installed on front seat head restraints in Buick Envision vehicles, may prevent the head restraint posts from fully engaging in the seat back.

FMVSS 1 : 202 - Head restraints

FMVSS 2 : NR

Description of the Safety Risk : A head restraint that is not fully engaged in the seat back could loosen and dislodge, or inadvertently move to an undesired height which may provide insufficient head and neck support, increasing an occupant’s risk of injury in a crash.

Description of the Cause : The instruction sheet for installation of the Universal Tablet Holder provides special requirements for the Envision which involve removing the button caps at the base of the seat post, but another area of the instruction sheet lists the Envision as a model that does not require this step. If the Envision button caps were not removed during installation, the head restraints will not fully engage into the seat back.

Identification of Any Warning N/A
that can Occur :

Supplier Identification :

Component Manufacturer

Name : NSV Australia
Address : PO Box 437
San Remo 3925, Victoria FOREIGN STATES
Country : Australia

Chronology :

On March 21, 2017, a GM employee filed a Speak Up for Safety Report upon noticing that a front head restraint on his new Buick Envision, equipped with a dealer-installed Universal Tablet Holder, was not fully engaged in the seat and could be pulled out with ease.

On May 11, 2017, a formal investigation was opened. The dealer that installed the GM employee's Universal Tablet Holder was contacted that same day and confirmed that the accessory had also been installed in a similar manner by the dealership on other Buick Envision vehicles. A review of the installation instruction sheet issued to dealers identified a potential source of confusion which may have caused dealers to fail to remove the button caps at the base of the head restraint posts when installing the Universal Tablet Holder on Envision vehicles. Because the instructions lacked a step confirming that the head restraint was locked into the seat back, dealers may also have failed to ensure that the head restraint was locked into place at the end of the installation.

On May 17, 2017, in coordination with the Brand Quality Manager responsible for the Buick Envision, a communication was sent to all US dealerships alerting them to remove the button caps from the seat posts prior to installing the tablet holders on Envision vehicles and ensure head restraints are locked into the seat back before releasing the vehicle to a customer.

This investigation was reviewed in GM's Open Investigation Review on June 5, 2017, and on June 8, 2017, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a non-compliance recall for the Universal Tablet Holder.

Description of Remedy :

Description of Remedy Program : GM will contact Buick Envision owners that purchased the Universal Tablet Holder accessory, instructing them to return to the dealer that installed the accessory. Dealers will inspect the head restraints and tablet holders for correct installation and reinstall if necessary. GM will also mail corrected installation instructions to customers who purchased the Universal Tablet Holder over the counter for installation on their own vehicles. Pursuant to 49 C.F.R. § 573.13(d)(1), all covered vehicles are under warranty so reimbursement is not offered.

How Remedy Component Differs from Recalled Component : Recalled Component Name: Universal Tablet Holder
Recalled Component Description: Mounting bracket used to hold a computer tablet in place on a vehicle head restraint.
Recalled Component Part Number: 23443874, 84141323, 84230415, 19331590, 19354709
Recalled Component Country of Origin: China

Identify How/When Recall Condition was Corrected in Production : N/A

Recall Schedule :

Description of Recall Schedule : General Motors will provide dealer bulletin and owner letter notification dates when available.

Planned Dealer Notification Date : JUL 12, 2017 - JUL 12, 2017

Planned Owner Notification Date : JUL 28, 2017 - JUL 28, 2017

* NR - Not Reported