

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4528
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 11, 2017

Subject: 17258 - Accessory Parts FMVSS Noncompliance Recall
Front Head Restraint Removable After Tablet Holder Installed

Models: 2016-2017 Buick Envision with Universal Tablet Holder Installed

To: All General Motors Dealers

General Motors is releasing Accessory Parts FMVSS Noncompliance Recall 17258 today. The total number of U.S. over the counter purchases based on available sales information for this accessory is approximately 491. Please see the attached bulletin for details.

A search of General Motors sales records has identified the following 2 categories of sales:

1. **Sales records that contain a customer address but no VIN.** GM will contact these customers. The VIN will not appear in IVH.
2. **Sales records that do not contain a VIN or customer address.** Attached to the dealer message announcing this recall is a list that identifies the involved dealers and provides an invoice number. Dealers are to search their part sales records to determine the name and address of the purchaser. If the purchaser is the owner of the vehicle, dealers are to send the owner a copy of the letter found in this bulletin. If the purchaser is a body shop, independent repair shop, etc., dealers are to contact the repair facility and obtain the owner's name and address and send the owner a copy of the letter. The VIN will not appear in IVH.

Customer Letter Mailing

The customer letter mailing will begin via FedEx on August 11, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will not be updated. VIN information is not available for these over the counter sales.

END OF MESSAGE
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