

F/CMVSS Noncompliance Recall

17239 Front Head Restraint Removable After Tablet Holder Installed



IMPORTANT SAFETY RECALL

July 2017

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

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

General Motors has decided that certain 2016 – 2017 Buick Envision vehicles may not comply with Federal Motor Vehicle Safety Standard (FMVSS) 202a, "Head Restraints." As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 17239
- Schedule an appointment with your GM dealer.
This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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. 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.

What will we do?

Your GM dealer will Buick dealer will inspect the head restraints and tablet holders for correct installation and reinstall if necessary. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 25 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied 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, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 17V404.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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Jeffrey M. Boyer
Vice President
Global Vehicle Safety

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