

F/CMVSS Noncompliance Recall

17239 Front Head Restraint Removable After Tablet Holder Installed



Reference Number: N172095270

Release Date: July 2017

Revision: 01

Revision Description: This bulletin is being revised to include a copy of the customer notification letter. Please discard all previous copies of bulletin 17239.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

| Make | Model | Model Year | | RPO | Description |
|-------|----------|------------|------|------|-------------------------|
| | | From | To | | |
| Buick | Envision | 2016 | 2017 | SIF* | Universal Tablet Holder |

*RPO SIF designation is only applicable to 2017MY vehicles. Affected 2016MY vehicles do not have an RPO code associated with this equipment.

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

| | |
|-------------------|--|
| Condition | General Motors has decided that its 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. If the head restraint posts are not engaged, the head restraint may not comply with Federal Motor Vehicle Safety Standard (FMVSS) 202a and Canada Motor Vehicle Safety Standard (CMVSS) 202, "Head Restraints." 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. |
| Correction | Dealers will inspect the head restraints and tablet holders for correct installation and reinstall if necessary. |

Parts

No parts are required for this repair.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9103222 | Inspect Only – No Further Action Required | 0.1 | ZFAT | N/A |
| 9103234 | Remove Head Restraint Bezels as Required (includes inspection) | 0.3 | ZFAT | N/A |

Service Procedure

1. Push the head restraint release button on the headrest and raise the head restraint. If a tablet type device is installed in the tablet holder, remove and store the tablet in a safe environment.
2. Lift the tablet holder (1).

F/CMVSS Noncompliance Recall

17239 Front Head Restraint Removable After Tablet Holder Installed



4825302

3. Determine if the head restraint guide bezels (2) are present.
 - If the head restraint guide bezels are present proceed to step four below.
 - If the bezels are not present, proceed to step seven below.
4. Lower the seat back rearward to gain space between the head restraint and the roof. Ensure sure that the cushion is locked in place on the posts and will not move and then, pulling vertically on the head restraint assembly, remove the head restraint from the seat back. If the head restraint will not come out of the seatback, refer to *Front Seat Head Restraint Guide Replacement* in SI. Leave the tablet holder on the head restraint posts.



4825303

5. With the head restraint removed, remove the two bezels. Store the bezels in the vehicle glove box for future use.



4825307

F/CMVSS Noncompliance Recall

17239 Front Head Restraint Removable After Tablet Holder Installed



6. Reinstall the head restraint and tablet holder into the seat back.
7. Lower the seat back rearward to gain space between the head restraint and the roof. Verify that the head restraint posts are locked into the seat by first making sure that the cushion is locked in place on the posts and will not move and then pulling vertically on the head restraint assembly. It should not come out of the seat back. If a tablet type device was removed, reinstall the tablet.
8. If a second tablet holder is installed, repeat the above steps.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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 Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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. 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.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

F/CMVSS Noncompliance Recall

17239 Front Head Restraint Removable After Tablet Holder Installed



Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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.

F/CMVSS Noncompliance Recall

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Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall 17239