

Accessory Parts FMVSS Noncompliance Recall

17258 Front Head Restraint Removable After Tablet Holder Installed



Reference Number: N172095270

Release Date: August 2017
Revision: 00

Attention: The Universal Tablet Holder accessory involved in this recall was sold to customers Over the Counter (OTC) for self-installation. Dealers who ordered this part are identified in the attachment contained in the Administrative Message (USA). Please see the Vehicles Involved section for details.

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

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.

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.

| | |
|-------------------|--|
| 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 "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 | Customers of record are being sent revised instruction sheets to self-inspect the head restraints and tablet holders for correct installation and reinstallation if necessary. If customers cannot successfully complete these instructions 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

| Vehicles are NOT listed in IVH | | | | |
|--------------------------------|--|------------|-------------|----------|
| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
| 9103347* | Inspect Only – No Further Action Required | 0.1 | ZREG | N/A |
| 9103348* | Remove Head Restraint Bezels as Required (includes inspection) | 0.3 | ZREG | N/A |

* Because the VIN is not loaded into IVH, the warranty transaction MUST be H-routed for wholesale authorization.

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).

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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.



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



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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

Dealers who have ordered the recalled part for service are identified in the attachment contained in the dealer message announcing this recall. Dealers who have received this listing are required to inspect their sales records to determine the name and address of the purchaser of the recalled part.

If the purchaser is the owner of the vehicle, dealers are to send the owner a copy of the customer letter requesting that their vehicle be brought in for this recall.

If the purchaser is NOT the owner of the vehicle, i.e., body shop, independent repair shop, etc., dealers are to contact the repair facility and obtain the customer's name and address so a copy of the customer letter can be sent to these customer.

Since General Motors Customer Care and Aftersales records do not always contain customer names and addresses for these over-the-counter sales, it is important that each involved dealer take the necessary time required to responsibly identify customers who have purchased the recall part.

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.

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.

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Customer Notification

USA - General Motors will notify identified customers of this recall on their vehicle (see copy of customer letter included with this bulletin). Dealers that have been identified as having over-the-counter sales are to inspect their sales records to determine the purchaser of the involved part. After determining the name and address of the purchaser, dealers are to send each owner a copy of the owner letter requesting that their vehicle be brought in for this recall.

Export - 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. Dealers that have been identified as having over-the-counter sales are to inspect their sales records to determine the purchaser of the involved part. After determining the name and address of the purchaser, dealers are to send each owner a copy of the owner letter requesting that their vehicle be brought in for this recall.

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**



IMPORTANT SAFETY RECALL

August 2017

Our records indicate that you purchased Over The Counter (OTC) GM's Universal Tablet Holder accessory. This product is designed for use with several model vehicles, but this notice only applies if you installed this accessory onto a 2016-2017 model year Buick Envision. If you installed this accessory to any other General Motors vehicle, please disregard this notice as it does not apply, but retain the included revised installation instructions should you ever require them for installation in a Buick Envision.

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 model year Buick Envision vehicles equipped with GM's Universal Tablet Holder Accessory may not conform to 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 17258.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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.

The original instruction sheet included for installation of the Universal Tablet Holder provides special requirements for the Buick 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.

What will we do?

If for any reason, you cannot complete the enclosed Owner Inspection and reinstallation instructions properly, your 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?

Refer on the next page to the **Owner Inspection Procedure** and confirm if your vehicle headrest cannot be removed per the instructions. If the head restraint assembly can be removed, refer to the revised instruction sheet on the last page to properly re-install your accessory. If for any reason, you cannot complete the instructions properly you should contact your Buick 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 | |

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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.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall 17258

Owner Inspection Procedure



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Lower the seat back rearward to gain space between the head restraint and the roof. Ensure that the headrest cushion is locked in place on the posts and will not move and then, pulling vertically on the head restraint assembly, attempt to remove the head restraint from the seat back. **If the head restraint will not come out of the seatback, no further action is required.** Please retain the included instruction sheet below for your records in case you should ever wish to remove the universal tablet holder and reinstall it.

If the head restraint assembly can be removed, refer to the revised instruction sheet on the next page to properly re-install your accessory. If for any reason, you cannot complete the instructions properly take your vehicle to the dealer to have the tablet holder installation corrected.

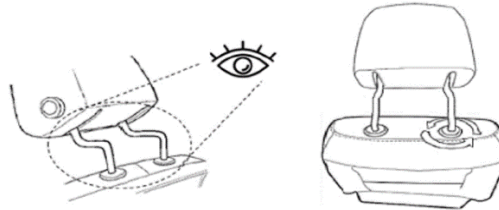
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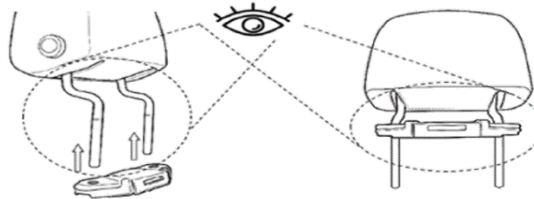


Buick Envision Universal Tablet Holder Installation Instructions

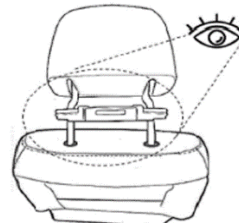
1. - Remove the button caps on the headrest posts to remove the headrest per vehicle procedure.
- Déposer les capuchons à bouton des montants d'appui-tête, afin de déposer l'appui-tête conformément à la procédure du véhicule.
- Retire las tapas de plástico en los postes de la cabecera para quitar la cabecera de acuerdo al procedimiento del vehículo.



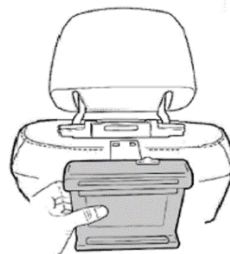
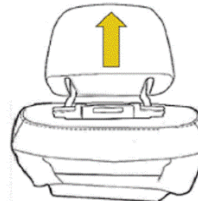
2. - Install the tablet holder base.
- Installer la base du support de tablette.
- Instale la base del soporte de tableta.



3. - Install headrest with the tablet holder. Do not install the button caps, store them in safe place (like glove box) in case they are needed in the future.
- Installer l'appui-tête avec le support de tablette. Ne pas installer les capuchons à bouton. Les conserver en lieu sûr (dans la boîte à gants, par exemple), pour le cas où ils seraient utiles.
- Instale la cabecera con el soporte de tableta. No instale las tapas de plástico en los postes de la cabecera, guárdelas en un lugar seguro (como en la guantera) en caso de que se necesiten en el futuro.



4. - Pull up on headrest to ensure it is securely locked into place after re-installing
- Après le remontage, tirer sur l'appui-tête afin de vérifier qu'il est fermement bloqué en place.
- Una vez instalada, jale la cabecera para cerciorarse que esta firmemente asegurada en su lugar.



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