



Service Bulletin

File in Section: -

Bulletin No.: P11008

Date: July, 2013

PRELIMINARY INFORMATION

Subject: Accessory Headrest DVD Screens Will Not Power Up After Installation

Models: 2014 Buick Enclave
2014 Chevrolet Traverse
2014 GMC Acadia
Equipped with RPO UJ5 (Dealer Installed Accessory Headrest DVD) or ACO -
Accessory Headrest DVD

Condition/Concern

Technicians may notice that the accessory headrest DVD screens will not power up after the kit is installed in the vehicle.

This may be caused by the power and ground wires being reversed in the accessory wiring harness. This affects headrests DVD kits built prior to June 21, 2013. Refer to the picture and table below for build date and part number information.

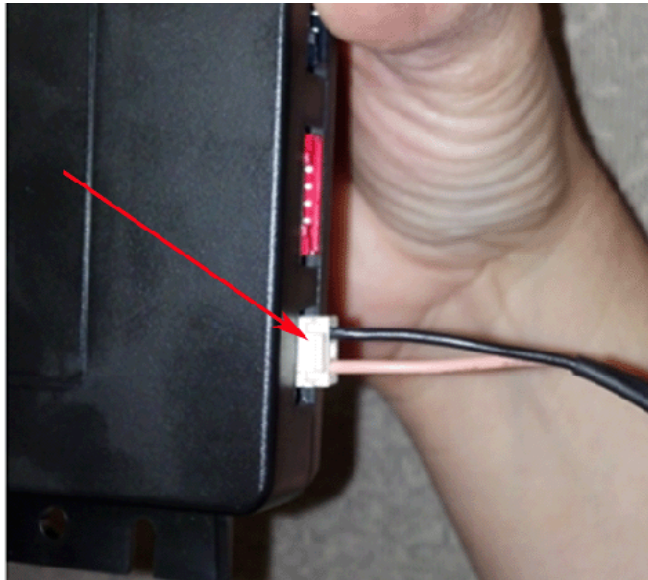


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Model	Part Number(s)
Acadia	23140000, 23139995, 23140001, 23140004, 23140006, 23139997
Enclave	23139998, 23139999, 23139996, 23109033, 23139997
Traverse	23139995, 23140002, 23140004, 23139997, 23140007, 23140005

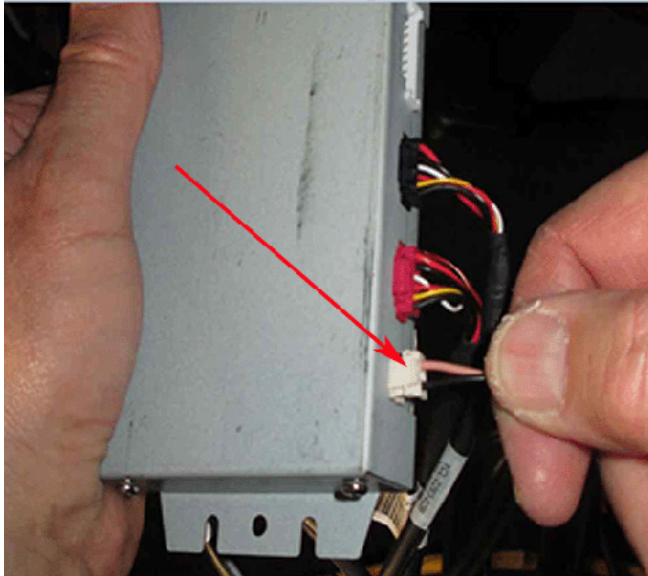
Recommendation/Instructions

Using a small flat-bladed screwdriver, technicians should release the terminal tabs to remove and swap the power and ground wires. Refer to the steps and pictures below.



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Incorrect Power and Ground wires



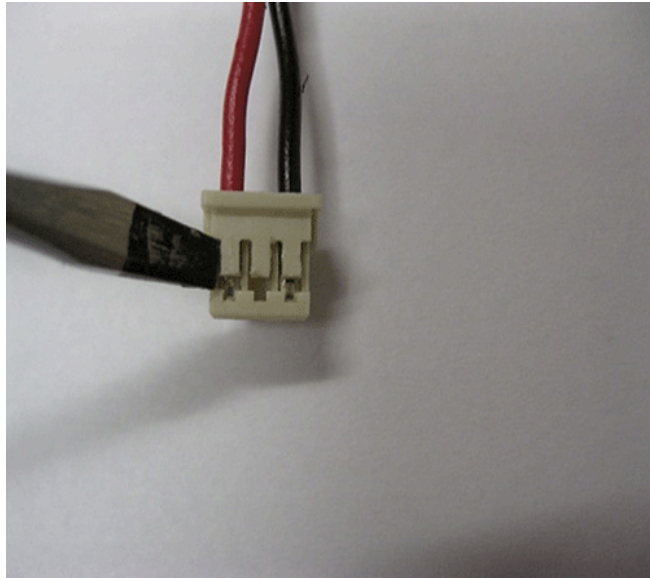
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Correct Power and Ground wires



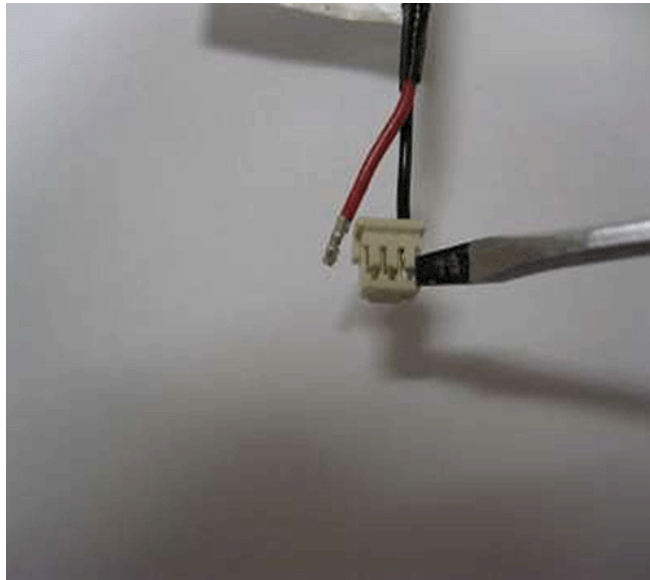
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1. Locate the white connector on the end of power harness P/N 103567.



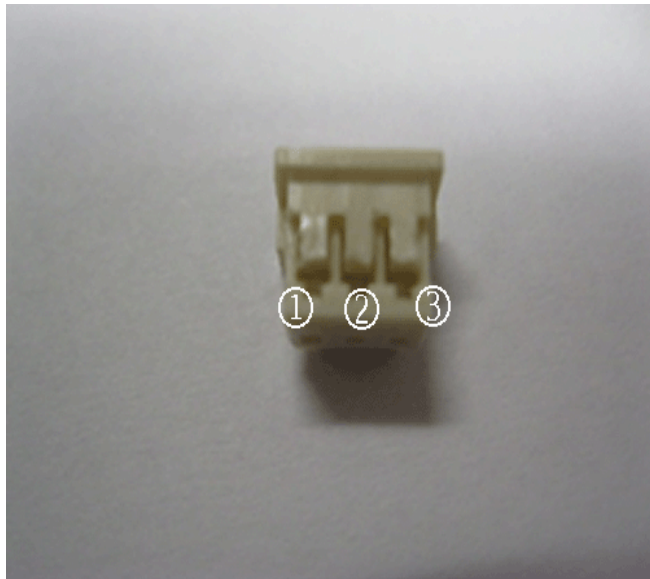
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2. Using a slotted (flat head) screwdriver, gently lift up on the plastic lock tabs located just to the side of the metal lock ridges of the pin. Remove the power (red +) wire from cavity #1 of the white connector.



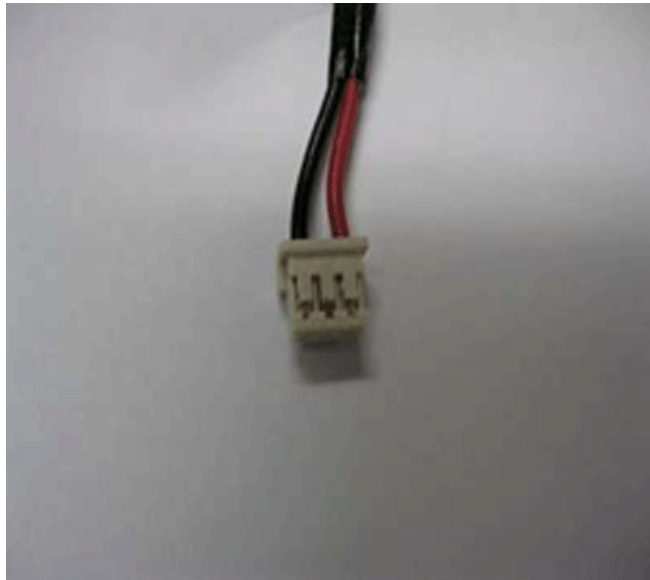
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3. Using the slotted (flat head) screwdriver, gently lift up on the plastic lock tabs located just to the side of the metal lock ridges of the pin. Remove the ground (black -) wire from cavity #3 of the white connector.



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4. With the power (red +) and ground (black -) wire removed, gently press the plastic tabs back into place where they form a level plain with the connector.



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5. Reverse power (red +) and ground (black -) wire orientation on the white connector. Insert the power (red +) wire into cavity #3 and ensure it is locked in place. Insert the ground (black -) wire into cavity #1 and ensure it is locked in place. When wires are properly seated, the metal lock ridges of the pins will be visible with the plastic locking tabs located to the aft of the metal ridges.



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6. Using a black permanent marker, black-out the P/N 103567.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3480018*	Repair Headrest DVD Accessory Wiring Harness	0.2 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		