




Service Bulletin

TECHNICAL

Subject: Head Restraint Material Coming Loose

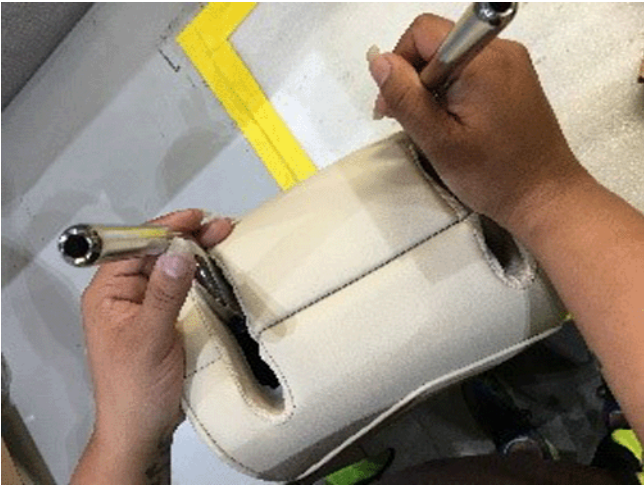
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse	2015	2016	SOP	September 9, 2016	All	All
Cadillac	XTS	2015	2017	SOP	September 9, 2016	All	All
Chevrolet	Impala (VIN 1)	2015	2017	SOP	September 9, 2016	All	All

Involved Region or Country	North America, Korea, and N.A. Export Regions
Condition	 <p>Some customers may comment that the material from the headrests is coming loose.</p>
Cause	This may be due to the J-clips not being robust enough to hold the material in place.

Correction

If you encounter a vehicle with the above concern, complete the following steps:

1. Remove the affected seat head restraint. Refer to *Driver or Passenger Seat Head Restraint Replacement* in SI.



2. Move the post to the back position.



3. Use finger/screw driver to open the J-clip at the bottom of the seat head restraint.



4. Install one metal clip retainer from one side of the J-clip, move it to the center.



5. Use the trim stick to close the black plastic back to the J-clip.

Important: Be careful to not damage the trim.



6. Put the piece of plastic back into the seat head restraint.
7. Move the post back to the middle position.
8. Reinstall the seat head restraint. Verify that the head restraint moves as intended and all material stays tucked within the restraint.

Parts Information

The metal retainers can be ordered from the Warranty Parts Center (WPC) as part number WPC812.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
7080388*	Install Metal Retainer on Head Restraint	0.4 hr

*This is a unique Labor Operation for Bulletin use only.

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax BOTH pages so that the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

Parts Request Form – Warranty Parts Center

Use this form ONLY for U.S. and Canadian Dealers. Export markets and Mexico Dealers must contact their regional Technical Assistance Center for assistance.

To: Warranty Parts Center

e-mail: warrantypartscenterUSA@gm.com

or WPC Fax: 248-371-0192

Attn: Temporary Service Parts

Part Being Requested: WPC812

Dealer BAC (U.S.) /Dealer Code (Canada)/Dealer Number (Mexico):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

Important: If you do not receive the part within 2 business days after e-mailing or faxing your part request to the Warranty Parts Center, please call WPC Customer Assistance at 248-371-9901/9902.

Version	1
Modified	

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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