



# Service Bulletin

File in Section: -

Bulletin No.: 16-NA-258

Date: August, 2016

## INFORMATION

**Subject:** Information on Rear Seat Entertainment System Kit (Dual Head Restraint DVD Players) Incorrect Wire Harness

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2017	2017			All	All
GMC	Acadia (VIN N)	2017	2017			All	All

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Condition</b>	The accessory 2017 Rear Seat Entertainment System kit (Dual Head Restraint DVD Players) Part Numbers 23408487, 23408489, 23408422 and 23408423 contains the wrong wire harness.
<b>Cause</b>	This may be due to a packaging error at the supplier.

### Correction



4571278

### Legend

- (1) Incorrect Harness
- (2) Correct Harness

If you encounter the above concern, the correct harness can be ordered from the Warranty Parts Center (WPC) as part number WPC806.

This WPC806 part contains the entire prepack that includes the correct harness.

**Parts Information**

**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	
<p><b>Use this form ONLY for U.S. and Canadian Dealers. Export markets and Mexico Dealers must contact their regional Technical Assistance Center for assistance.</b></p> <p>To: Warranty Parts Center</p> <p>e-mail: <a href="mailto:warrantypartscenterUSA@gm.com">warrantypartscenterUSA@gm.com</a></p> <p>or WPC Fax: 248-371-0192</p> <p>Attn: Temporary Service Parts</p> <p>Part Being Requested: WPC806</p> <p>Dealer BAC (U.S.) /Dealer Code (Canada)/Dealer Number (Mexico):</p> <p>Dealer Name:</p> <p>Dealer Address:</p> <p>Dealer Contact Person:</p> <p>Dealer Phone Number:</p> <p>Repair Order Number:</p> <p>Vehicle VIN:</p> <p><b>Important:</b> 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.</p>	

<b>Version</b>	1
<b>Modified</b>	

