



Service Bulletin

File in Section: -


Bulletin No.: 16-NA-381

Date: November, 2017

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>4625426</p> <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.



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2. Move the post to the back position.



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



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



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

Important: Be careful to not damage the trim.



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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

Causal Part	Description	Part Number
N/A*	CLIP-F/SEAT BK PAD WIRE	84259430

*For warranty transactions, DO NOT mark this/these parts as the Causal Part. Enter the word "Bulletin" in the Causal Part Description free-flow text field.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

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.

Version	2
Modified	November 3, 2017 – Updated the Parts Information.