

- ATTENTION:**
- GENERAL MANAGER
  - PARTS MANAGER
  - CLAIMS PERSONNEL
  - SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.


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QUALITY DRIVEN® SERVICE

## SERVICE BULLETIN

**APPLICABILITY:** 2019MY Ascent  
**SUBJECT:** Loose “A” Pillar Trim

**NUMBER:** 12-254-18  
**DATE:** 11/27/18

**INTRODUCTION:**

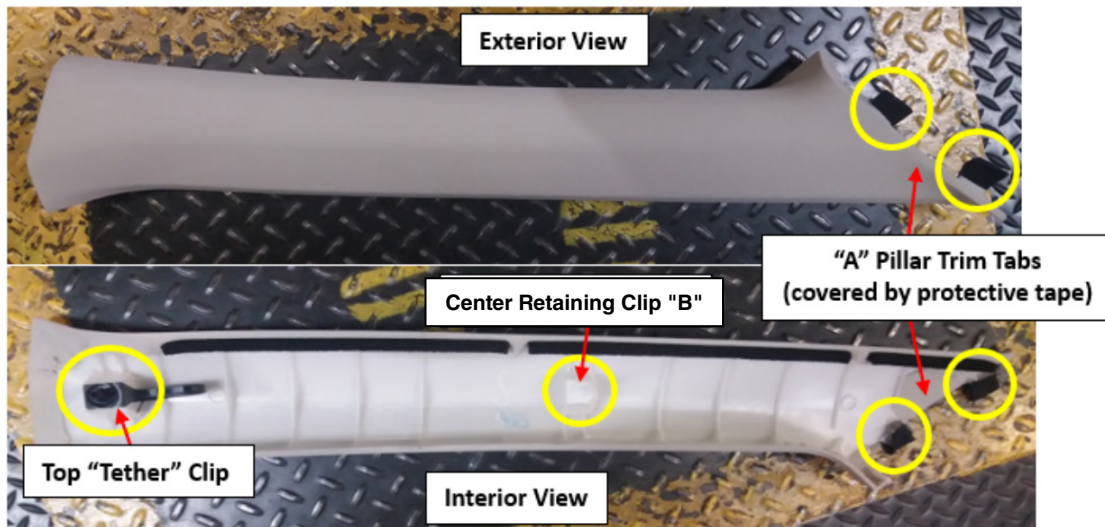
This bulletin provides helpful tips to follow when addressing a customer concern of the “A” pillar trim coming loose.

**PRODUCTION CHANGE INFORMATION:**

An installation procedure change was made in production starting with VIN **K3419230**.

**PART INFORMATION:**

In addition to the two molded-in tabs which secure the base of the trim at the instrument panel (IP), 2 other clips are used; a tether clip at the top and a second trim clip in the middle. The clip part numbers are: **909150040** (“Tether” Clip) and **909150034** (center retaining clip “B”). Both these clips are **one-time use** items.



**IMPORTANT NOTE:** If an inspection of the “A” Pillar trim panel does not find any damage to the clip mounting locations, the trim panel itself may be reused. All clips **MUST** be replaced as they are one-time use.

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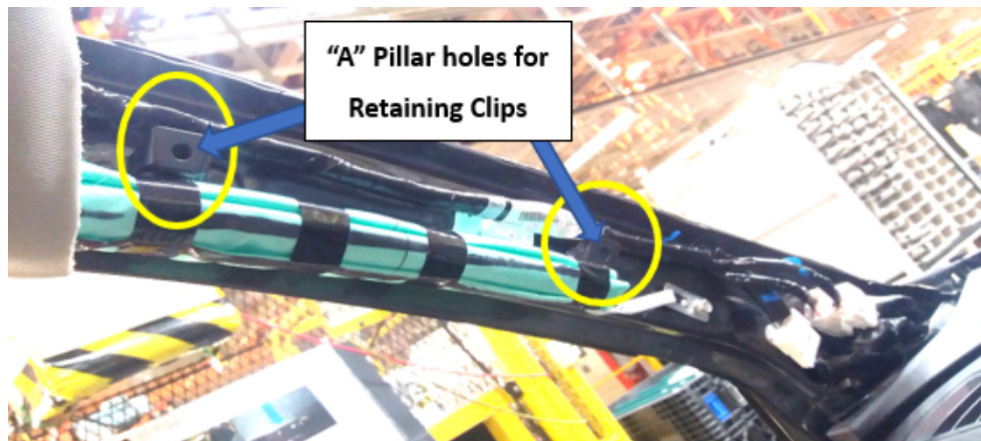
## SERVICE PROCEDURE / INFORMATION:

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs. The service procedures for removing and installing the “A” Pillar trim remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

- Whenever a loose “A” Pillar trim is identified, both retaining clips **MUST** be replaced as they are one-time use. The black “tether” clip goes at the top of the trim panel, closest to the head liner. The trim panel’s 2 lower tabs fit into the 2 pockets as shown in the photo on the left.



- This photo shows the 2 holes in the “A” Pillar the trim retaining clips fit into.



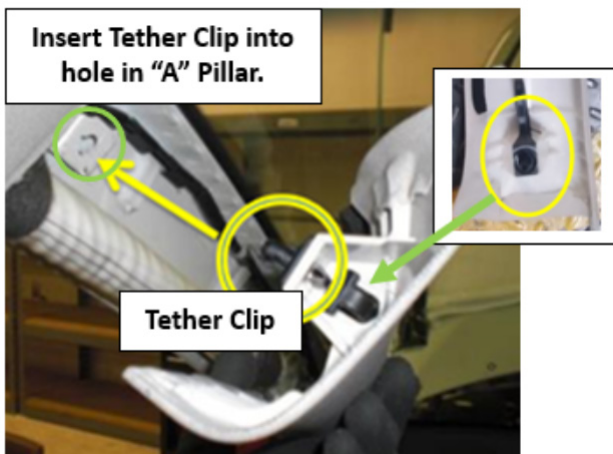
**CRITICAL:** After the 2 new retaining clips are installed onto the trim panel and before installation, confirm all side curtain airbag material is clear of the area around the “A” Pillar center hole where **Clip “B”** fits into.

**NOTE:** If the side curtain airbag material was pinched between the trim panel and “A” Pillar causing it to not be properly secured, the side curtain airbag **DOES NOT** need to be replaced.

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- Reinstall the "A" Pillar trim; bottom 2 trim tabs first, top Tether Clip second then **Clip "B"** into the "A" Pillar center hole. If necessary, move the trim panel around a bit to be sure both clips are started in their holes before pushing on the trim panel firmly to lock them in place.



- Once the trim panel is clipped into place, **CAREFULLY** insert a trim stick to make a small gap between the trim and "A" Pillar. Use a flashlight as shown below to confirm both retaining clips are fully seated.



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**IMPORTANT REMINDERS:**

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.