

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5764
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 21, 2021

Subject: N202316750 - Service Update
3rd Row Head Restraints Will Not Stay Up

Models: 2021 Chevrolet Suburban
2021 Chevrolet Tahoe
2021 GMC Yukon
2021 GMC Yukon XL
Equipped with Third Row Seat - 60/40 Bench (RPO AS8 or ARN)

To: All General Motors Dealers

General Motors is releasing Service Update N202316750 today. The total number of U.S. vehicles involved is approximately 46,829. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 22, 2021 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N202316750 3rd Row Head Restraints Will Not Stay Up



Release Date: April 2021

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Suburban	2021	2021	AS8 or ARN	Third Row Seat - 60/40 Bench
	Tahoe				
GMC	Yukon	2021	2021	AS8 or ARN	Third Row Seat - 60/40 Bench
	Yukon XL				

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2021 model year Chevrolet Suburban, Tahoe, and GMC Yukon, Yukon XL vehicles may have been built with 3 rd row head restraints that will not stay up after being folded forward, due to an internal spring tab breaking.
Correction	Dealers will replace the structural core of the 3 rd row headrests only.

Parts

Quantity	Part Name	Part No.
2	Kit – Head Restraint Update (RPO 4AA/4JT/4EL/4AI/4DK)	86778721
2	Kit – Head Restraint Update (RPO 4JJ)	86778722
2	Kit – Head Restraint Update (RPO 4HT)	86778723
2	Kit – Head Restraint Update (RPO 4KJ)	86778724
2	Kit – Head Restraint Update (RPO 4JX)	86778725
2	Kit – Head Restraint Update (RPO 4JZ)	86778726

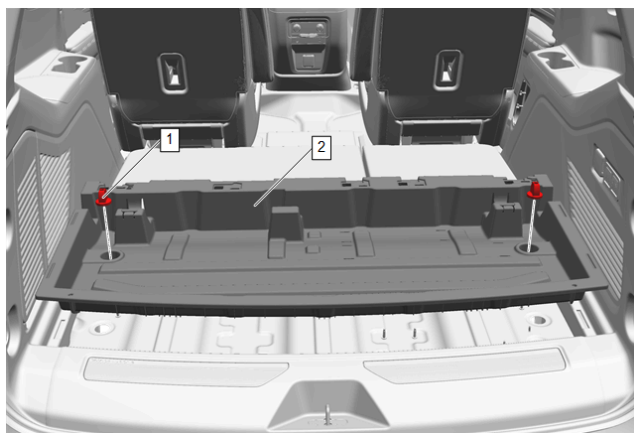
Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105480	Install Left and Right Third Row Seat Headrest Update Kits	0.8	ZFAT	N/A

Service Procedure

NOTE: This procedure is performed with the third-row seat assembly in the vehicle. It is not necessary to remove the seat assembly. Some photos may show the seat out of the vehicle for clarity.



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1. Open the liftgate and remove the rear compartment floor stowage compartment (2). Refer to *Rear Compartment Floor Stowage Trim Compartment Replacement* in SI.

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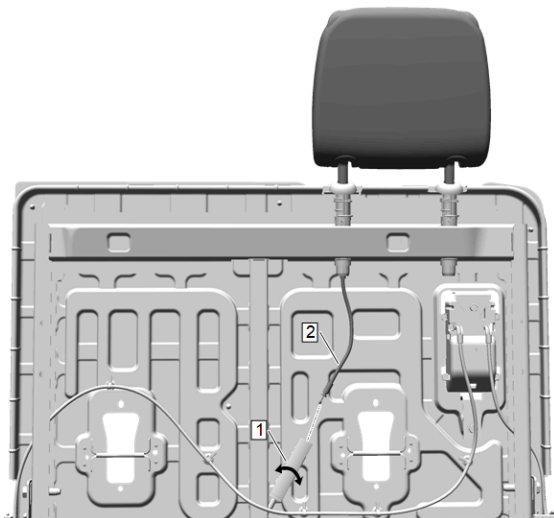
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2. Fold the left side (60%) 3rd row seatback forward. Disengage the seat back cover J-channel retainer along the bottom edge.



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3. Raise the seatback to the upright position. Pull the inboard side seat zipper out of the tucked position and unzip the cover as required in order to fold the cushion/cover allowing access to the head restraint release cable cover.



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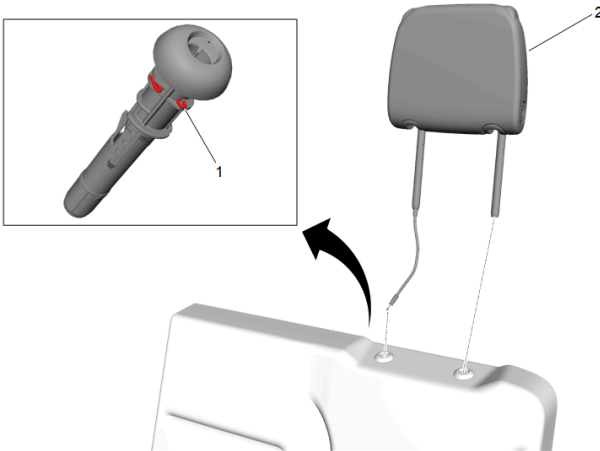
4. Using a suitable flat-bladed tool, open the 3rd row seat head restraint cable cover (1).

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5. Release the 3rd row seat head restraint cable (2).



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6. Using your thumb, push the 3rd row seat head restraint guide clip (1) rearward while pulling upward on the 3rd row seat head restraint (2).
7. Remove the head restraint.



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8. With the head restraint on the bench, fold it to the down position. Remove the two bezels and discard.



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9. Disengage the J-channel and remove the cover, work around the release button.

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10. Disengage the release button and bezel assembly and discard.



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11. Remove the actuator pin and discard.

12. Install the new service actuator pin.



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13. Line up the new service button and bezel assembly key feature with head restraint key slot. Insert the button assembly into the head restraint.

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14. Reinstall the cover, do not engage the J-channel. Push the material under the release button bezel.



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15. Close the J-channel.

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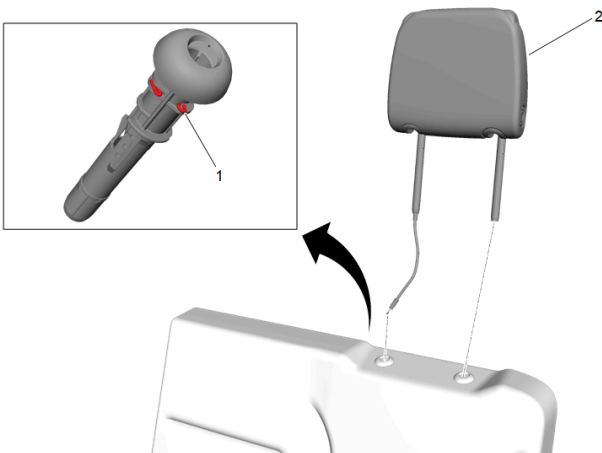
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16. Install the bezels over the rods, engage the rear snap feature.

17. Position the rods in the upright position and engage the front snap feature.

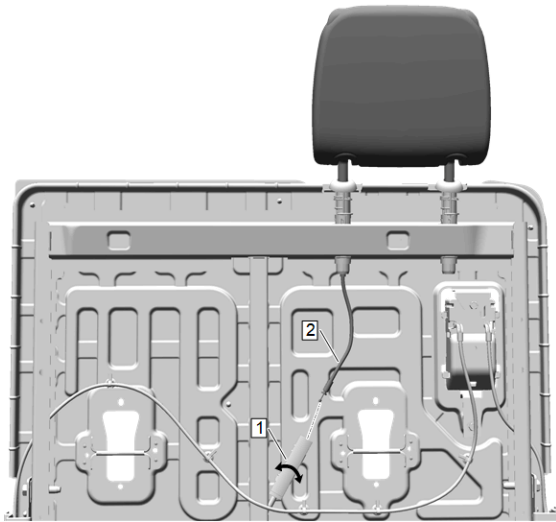


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18. Install the Seat Head Restraint (2).

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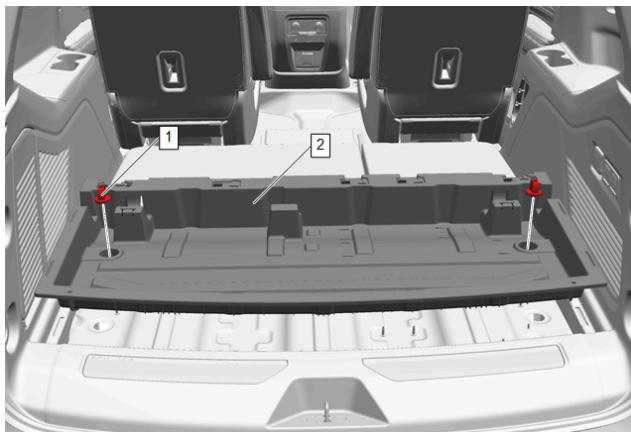
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19. Install the 3rd row seat head restraint cable (2).
20. Close the 3rd row seat head restraint cable cover (1).
21. Reposition the seat cushion/cover.



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22. Close the seat cushion/cover zipper and tuck the zipper end. Ensure there are no wrinkles in the material.
23. Connect the lower seat J-channel.
24. Repeat steps 1-23 on the passenger side (40%) 3rd row seat.



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25. Reinstall the rear compartment floor stowage compartment. Refer to *Rear Compartment Floor Stowage Trim Compartment Replacement* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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



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Voluntary Technician
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