



Bulletin No.: PIT6184E

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Preliminary Information

PIT6184E Third Row Seat Will Not Fold

Models

Brand:	Model:	Model Years:	VIN: from	to	Engine:	Transmissions:
Chevrolet	Traverse (All new)	2024	SORP	May 22, 2024	All	All
GMC	Acadia	2024	SORP	May 22, 2024	All	All

Involved Region or Country	North America
Condition	<p>Some customers may notice that one or both headrests do not fold down when they use the electric folding option or manual folding option. This may prevent the seat from folding down all the way due to 3rd row headrest collision with the 2nd row seats.</p> <p>Some customers may also notice.</p> <p>Outboard head restraint will not fold down.</p> <p>Headrests will not lock up.</p> <p>Headrests fold down but seatback doesn't fold down, or seat back won't return up.</p> <p>Seat back is making a grinding sound when folding or returning back up.</p> <p>If seat is open and headrest cable is unattached. Headrests need to be replaced.</p> <p>If customer complains that headrests or seat back is intermittently not folding down, but it works at the dealerships, headrests need to be replaced.</p>
Cause	Gear mesh concern in headrest preventing headrest from folding.

Correction:

For any of the above conditions, replace both third row headrests. If there is only an issue with one seat both sides still need to be replaced.

Order parts from EPC.

Important: Leave the current headrests installed until parts are available. DO NOT return vehicles without headrests installed.

Important: Parts must be ordered DRO, CSO orders will cancel.

Parts are currently on Backorder.

In an effort to provide the customer with a temporary repair so the third row seat functions may be available until parts can be obtained follow the procedure below.

1. With seat back in the upright position and head restraint in the locked position (folded up), press the up button to release the head restraint.
2. If the head restraint releases, the head restraint is OK. Stop and do not proceed to next steps.
3. If the head restraint does not release, proceed to next step.
4. Press/Push back on the head restraint while releasing seat. Let go of the head restraint at peak actuator pull (middle of actuator noise) / while pulling strap to release. (if Head restraint doesn't fold down, keep trying up to 5 times)
5. Lower the seatback to the fold down (flat) position.
6. With the seat in the folded down position and head restraint folded, press the fold button down to cycle the actuator to burnish the recliner and head restraint cables
7. Repeat #6 nine more times for a total of 10 cycles.
8. Return seatback to upright position.
9. Lock head restraint with force/speed. Press the up button to release the head restraint. (If during any cycle the head restraint will not release repeat #4 one time.)
10. Repeat # 9 four more times for a total of 5 cycles.
11. With the head restraint in the locked position (folded up), press the up button to release the head restraint.
12. If the head restraint releases, the head restraint is OK. If not, Head rest will be left inoperative in the vehicle until replacement is available.

Note: Even after following this procedure, both headrests need to be replaced. This is a temporary measure to assist the customer.

Parts Information

Description	Part Number	Quantity
Traverse with H41 & 3ST & 4LF	85735301	2
Traverse with H8K & 3ST & 4G4	85735302	2
Traverse with HQB & 3ST & 4MB	85735303	2
Traverse with HHJ & 3ST & 4MB	85735307	2
Traverse with HQC/HQF & 3ST & 4G4	85735308	2
Acadia with H6Y/H7K & 3ST & 4LK	85735310	2
Acadia with H7L & 3ST & 4LG	85735311	2
Acadia with H6V & 3ST & 4LH	85735312	2
Acadia with H6Z & 3ST & 4LW	85735313	2

Version History

Version	6
Modified	<p>06/07/2024 - Created on.</p> <p>06/20/2024- Updated to add breakpoints.</p> <p>07/22/2024- Updated to add parts information.</p> <p>08/05/2024- Updated to add additional seat concerns caused buy the headrest.</p> <p>09/06/2024- Updated to add important parts ordering statement.</p> <p>09/17/24-Updated correction.</p>

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