



# Service Bulletin

Bulletin No.: 24-NA-140

Date: November, 2024

## TECHNICAL

**Subject: One or Both 3rd Row Headrests will not Fold Down Preventing the Seats from Folding Down**

**This bulletin Replaces PIT6184. Please Discard PIT6184.**

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission :
		from	to	from	to		
Chevrolet	Traverse	2024	2024	SOP	May 22, 2024	LK0	
GMC	Acadia	2024	2024				

<b>Involved Region or Country</b>	North America, Europe, Middle East, Iraq, Israel, Africa, Uzbekistan, Kazakhstan
<b>Additional Options (RPOs)</b>	
<b>Condition</b>	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. Some customers may also notice the 3rd row seat back will not fold down or come back up and there may be a 3rd row seat back grinding noise. All conditions could be caused by the faulty headrest.
<b>Cause</b>	The cause of the condition may be a faulty headrest.
<b>Correction</b>	<b>Important:</b> When a customer comes in with this condition, BOTH headrests must be replaced even if only one or both headrests fail to fold down. Confirm that one or both won't fold down. If headrests won't fold, then replace both headrests. Refer to <i>3rd Row Seat Head Restraint Replacement in SI</i> . <b>Important:</b> Leave the current headrests installed until parts arrive. DO NOT return vehicles without headrests installed.

### Service Procedure

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

## Parts Information

\* We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.

Causal Part	Description	Part Number	Qty
<b>Chevrolet Traverse</b>			
X	Headrest Restraint	85735301	2
X		85735302	2
X		85735303	2
X		85735307	2
X		85735308	2
<b>GMC Acadia</b>			
X	Headrest Restraint	85735310	2
X		85735311	2
X		85735312	2
X		85735313	2

## 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
*7086038	Replacement of Both 3rd Row Headrests	2.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released November 07, 2024

