



**Bulletin No.:** PIT6303A

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## Preliminary Information

### PIT6303A 2nd Row Bucket Seat Headrest Does Not Return To Upright Position After Returning Seat to Upright Position

#### Models

<b>Brand:</b>	<b>Model:</b>	<b>Model Years:</b>	<b>VIN:</b> from to	<b>Engine:</b>	<b>Transmissions:</b>
Cadillac	Escalade IQ	2025	All All	All	All

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Vehicles equipped with manual 2nd row bucket seats may experience a headrest does not want to lock in the upright position after the seat has been returned to its normal position after being folded flat.
<b>Cause</b>	The internal latch mechanism is temporarily sticking inside the head rest.

#### Correction:

Please do not replace the headrest for this concern.


**SLOWLY** return the headrest to the upright position. It may take up to 5 attempts before the headrest will lock into the upright position. Moving the headrest slowly allows the internal latch mechanism to lock the head rest upright. Do Not quickly flip or slam the head rest upright as this will negatively impact the internal latch mechanism.

If you are still experiencing a concern, try one of the tips below:

- 1) Try holding the headrest upright for 2 seconds, then let it drop down, and try again for 4-5 times. Holding it a moment in the vertical position will sometimes help it lock.
- 2) Try Folding the seatback flat, return the seatback upright and slowly attempt to lock head rest in upright position. This can help the headrest to lock. After the head rest start locking, it will get better with subsequent uses.
- 3) Once the head rest starts to lock upright, tumble the seat flat and raise it up again to verify head rest is locking upright.

#### Version History

<b>Version</b>	2
<b>Modified</b>	12/13/2024 - Created on. 12/19/2024- Added some additional tips

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