

GENERAL MOTORS  
DCS7190  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 1, 2025

Subject: N252492830 - Service Update  
Rear Seat Outboard Head Restraints

Models: 2025 Cadillac Escalade IQ

General Motors is releasing Service Update N252492830 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

END OF MESSAGE

# Service Update

## N252492830 Rear Seat Outboard Head Restraints



**Release Date:** April 2025

**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.

For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

Make	Model	Model Year	
		From	To
Cadillac	Escalade IQ	2025	2025

Investigate Vehicle History (IVH) in the GM Global Warranty Management system should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain vehicles listed above may have a condition in which the 2 <sup>nd</sup> and/or 3 <sup>rd</sup> row outboard head restraints may not lock in the upright position, or may not release from the upright position.
<b>Correction</b>	Dealers will inspect, and if necessary, replace the 2 <sup>nd</sup> and/or 3 <sup>rd</sup> head restraints.

### Parts

Quantity	Part Name	Part No.
2 (As Req'd)	3 <sup>rd</sup> Row Head Restraint	*
2 (As Req'd)	2 <sup>nd</sup> Row Head Restraint	*

**Note:** \* Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which head restraint to order.

**Reminder:** Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect. There are a small number of vehicles anticipated that will need this fix. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107863	Inspect 2 <sup>nd</sup> and 3 <sup>rd</sup> Row Head Restraints Only – No Further Action Required	0.3	ZFAT	N/A
9107864	To Replace 3rd Row Head Restraints (includes inspection) ADD: To Replace 2nd Row Head Restraints (vehicles without RPO ABV)	1.6 1.0		
9107865	To Replace 2 <sup>nd</sup> Row Head Restraints (3 <sup>rd</sup> Row Passed Inspection)	1.0		

### Service Procedure

**Note:** If the vehicle arrives with a broken Head Restraint, immediately proceed to replacement of the affected row.

**Note:** If the seat will not move when commanded, verify the actuator can be heard or felt through the seatback. If the actuator is inoperative, it is not related to this field action.

- Actuate the left and right 3rd Row Folding seats through their entire range. Ensure no objects block the seats during travel.
- Verify the head restraints easily lock back into the upright position, and automatically drop when the seat is folded. No excessive force or additional attempts to lock should be required.
- Perform steps 1 and 2 three times or until the head restraint fails to operate as designed.
  - If either head restraint fails to lock in the upright position or will not release from the locked position, replace **BOTH** 3<sup>rd</sup> Row Head restraints. Refer to *3rd Row Seat Head Restraint Replacement*.
  - If both head restraints operate as designed, no further action is required. Proceed to next step.
- If the vehicle does not have Executive Seating (RPO ABV), perform steps 1-3 for the 2nd Row Folding Seats.

## Service Update

### N252492830 Rear Seat Outboard Head Restraints



- If either head restraint fails to lock in the upright position or will not release from the locked position, replace **BOTH** 2nd Row Head Restraints. Refer to *Rear Seat Head Restraint Replacement (-ABV)* in SI.
- If all head restraints operate as designed, no further action is required.

5. If any head restraints were replaced, verify they now work as designed.

#### 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 Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

#### Dealer Reports – For USA & Export

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.

