

GENERAL MOTORS
DCS7333
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 3, 2025

Subject: REVISION: N252492830-02 - Service Update
Rear Seat Outboard Head Restraints
Inspection Removed

Models: 2025 Cadillac ESCALADE IQ

This bulletin has been revised to update the correction, remove the inspection from the labor code, and update the procedure. Please discard all previous copies of bulletin N252492830.

END OF MESSAGE

Service Update

N252492830 Rear Seat Outboard Head Restraints



Release Date: October 2025

Revision: 02

Revision Description: This bulletin has been revised to update the correction, remove the inspection from the labor code, and update the procedure. Please discard all previous copies of bulletin N252492830.

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.

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

Parts

Quantity	Part Name	Part No.
2	3 rd Row Head Restraint	*
2	2 nd 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. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107864	To Replace 3rd Row Outboard Head Restraints ADD: To Replace 2nd Row Head Restraints (vehicles without RPO ABV)	1.8 1.0	ZFAT	N/A

Service Procedure

1. Replace **BOTH** 3rd row outboard head restraints. Refer to *3rd Row Seat Head Restraint Replacement* in SI.
2. If the vehicle **does NOT** have Executive Seating (RPO ABV), replace **BOTH** 2nd row head restraints. Refer to *Rear Seat Head Restraint Replacement (-ABV)* in SI.
3. Verify the new head restraints function 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

Service Update

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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.

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
Certification**