

GENERAL MOTORS
DCS7567
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 1, 2026

Subject: UPDATE: N262558680 - Customer Satisfaction Program
3rd Row Head Restraints
Phased Launch Complete

Models: 2024 Chevrolet Traverse
2024 GMC Acadia

On August 13, 2026, General Motors released Customer Satisfaction Program N262558680 as a phased launch.

Parts are now available to repair all involved vehicles, and all remaining VINs have been placed in an Open status in IVH.

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or GWM Field Action Batch Search Report. The Inventory tab of the dealer reports will contain 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 contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

END OF MESSAGE