



# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Rear Seat Head Restraint May Not Lock in Upright Position

**MODELS:** 2013 Cadillac XTS

This bulletin is being revised to include a copy of the customer letter. Please discard all copies of bulletin 12258.

Very few vehicles are expected to require head restraint replacement. If a vehicle in dealer inventory requires replacement of the head restraint(s), dealers are to hold the vehicle until the head restraint is replaced.

### CONDITION

General Motors has decided that certain 2013 model year Cadillac XTS vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 202 for the head restraint height. The rear seat head restraint may not lock in the upright position after being folded forward. If the head restraint is adjusted to the lowest position and does not lock, it will fall forward. This position of the head restraint is not meant to be used while an occupant is seated in that designated seating position, and will not meet the height required by the Standard. This could increase the occupant's risk of injury in the event of a vehicle crash.

### CORRECTION

In accordance with the procedures outlined in the Service Procedure section, dealers are to inspect the rear head restraints to ensure that they lock in the upright position. If they do not, dealers are to replace the head restraint.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall

Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### PART INFORMATION

**Important: It is estimated that very few of the involved vehicles will require head restraint replacement.**

Head restraints, if required, are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

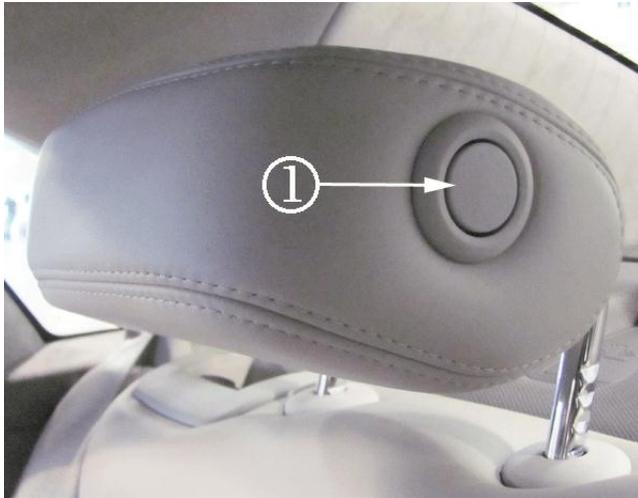
### SERVICE PROCEDURE

**Note:** Perform Steps 1-7 five (5) times on **both** rear seat head restraints to verify the condition of the rear seat head restraints. Replace rear seat head restraints that do NOT lock and remain in the upright position.



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1. Verify that the rear seat head restraint is in the upright seating position.



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2. Push rear seat head restraint release button (1). Depressing the rear seat head restraint release button allows the rear seat head restraint to be folded.
3. Ensure the rear seat head restraint folds down after depressing the rear seat head restraint release button (1).
4. Verify that the rear seat head restraint release button returns fully from the depressed position.
  - If the rear seat head restraint release button returns fully from the depressed position, proceed to Step 5.
  - If the release button does NOT return from the fully depressed position, the rear seat head restraint will remain unlocked and will NOT stay in the upright seating position. Replace the rear seat head restraint if it will NOT remain in the upright seating position. Refer to *Rear Seat Head Restraint Replacement* in SI. Begin this inspection again on the second head restraint.



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5. Cycle rear seat head restraint into the upright seating position.



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6. Verify that the rear seat head restraint release button returns fully from the depressed position.
  - If the release button returns fully from the depressed position, proceed to Step 7.
  - If the release button does NOT return fully from the depressed position, the head restraint will remain unlocked and will NOT stay in the upright position. Replace the rear seat head restraint if it will NOT remain in the upright seating position. Refer to *Rear Seat Head Restraint Replacement* in SI. Begin this inspection again on the second head restraint.



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7. Verify that the rear seat head restraint is locked into the upright position with a push/pull from the top of the rear seat head restraint.
  - If the rear seat head restraint locks and remains in the upright position, proceed to Step 1 and perform the inspection for a total of 5 times on each rear seat head restraint.
  - If the rear seat head restraint does NOT lock and remain in the upright seating position, replace it. Refer to *Rear Seat Head Restraint Replacement* in SI. Begin this inspection again on the second head restraint.

**COURTESY TRANSPORTATION** – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
V2676	Inspect Rear Seat Head Restraints – No Further Action is Required	0.2
V2677	Inspect and Replace One Rear Seat Head Restraint	0.3
	Add: Replace Second Rear Seat Head Restraint	0.1

**CUSTOMER NOTIFICATION** – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

**CUSTOMER NOTIFICATION** – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

**DEALER RECALL RESPONSIBILITY** – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

**This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United**

**States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.**

#### DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



December 2012

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2013 Cadillac XTS vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 202 for head restraint height. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

### **IMPORTANT**

- Your vehicle is involved in recall 12258.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

#### **Why is your vehicle being recalled?**

The rear seat head restraint may not lock in the upright position after being folded forward. If the head restraint is adjusted to the lowest position and does not lock, it will fall forward. This position of the head restraint is not meant to be used while an occupant is seated in that designated seating position, and will not meet the height required by the Standard. This could increase the occupant's risk of injury in the event of a vehicle crash.

#### **What will we do?**

Your GM dealer will inspect the rear head restraints to ensure that they lock in the upright position. Since the inspection can be performed easily, and to reduce your inconvenience, we have included the inspection procedure with this letter. However, if you prefer, your GM dealer will perform this inspection for you. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of 15 minutes. If it is determined that a head restraint requires replacement, an additional 20 to 25 minutes will be needed.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

#### **What should you do?**

You should have your rear head restraints inspected as soon as possible. If you decide to perform the inspection yourself and find that the head restraint does not lock in the upright position, contact your GM dealer to arrange a service appointment as soon as possible. Do not use that seating position until the new head restraint is installed.

#### **Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 12V525.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney  
General Director,  
Customer and Relationship Services

GM Recall #12258