



Preliminary Information

PIT5773C 3rd Row Headrest Does Not Stay In The Upright Position and/or Excessive Force Is Needed For The Headrest To Stay In The Upright Position

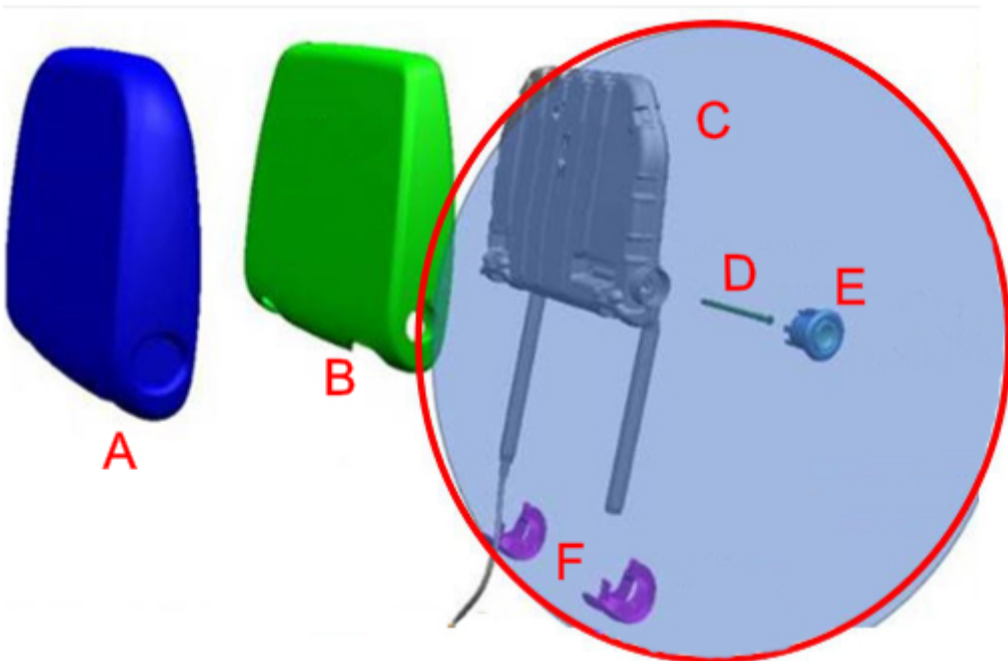
Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Tahoe	2021	All	All	All	All
Chevrolet	Suburban	2021	All	All	All	All
GMC	Yukon Models	2021	All	All	All	All

Involved Region or Country	North America
Condition	Some customers may comment that after cycling the 3rd row seat to the up position, the headrest does not return to or stay in the upright position. In some cases, if excessive force is used to return the headrest to the upright position, it may stay up.
Cause	This condition could be caused by the headrest locking mechanism, located inside the headrest, not engaging.

Correction:

To correct this concern, install a headrest service kit. The headrest service kit will include the headrest core (C), pin (D), button (E), and bezels (F), as shown below. The headrest trim cover (A) and foam (B) will be reused. Order 2 kits because both 3rd row headrest should be replaced at the same time, even if there is only an issue with one of the two.



Disassembly

1. Remove the headrest from the seat assembly following Service Information.
2. Disengage the headrest trim cover J-channel retainer located on the bottom of the headrest (1).



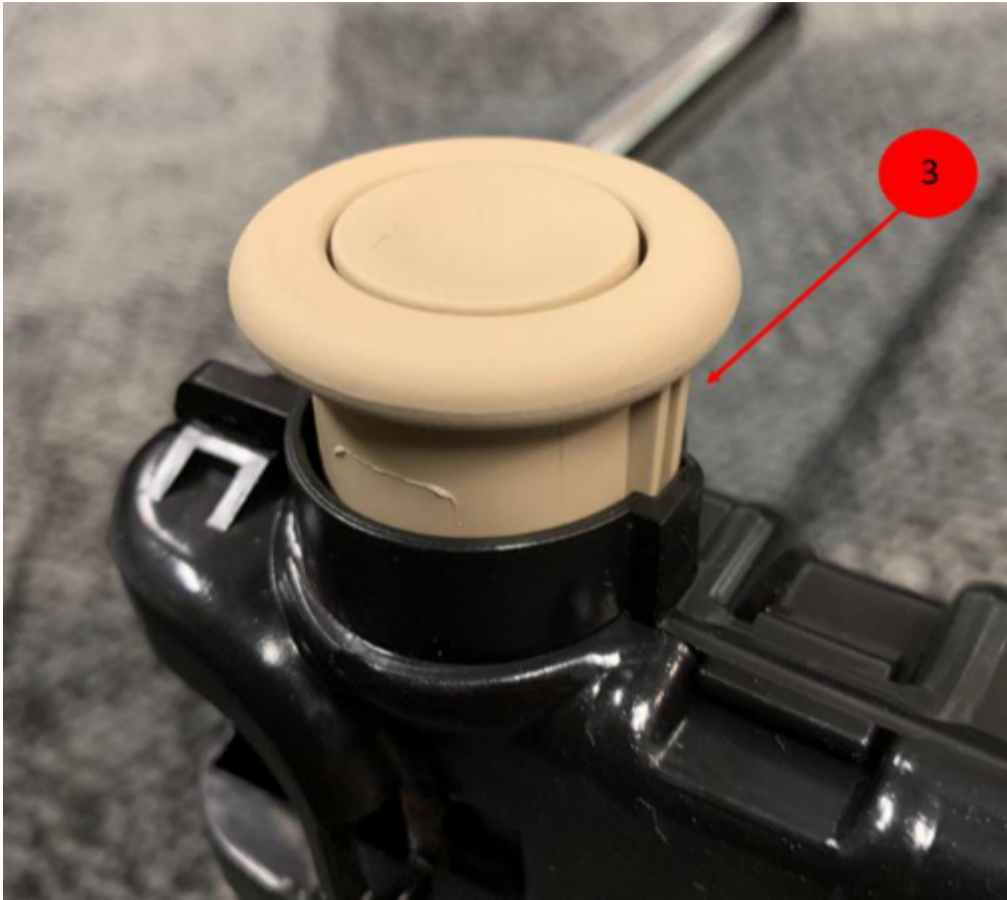
3. Begin removing the trim cover with the foam starting on the side without the button, and work towards the side with the button.
4. Work the foam and trim cover around the button to completely remove the foam and trim from the headrest. The trim cover and foam will be reused.

Assembly

5. Install the new pin (2) from the service kit into the new headrest core.

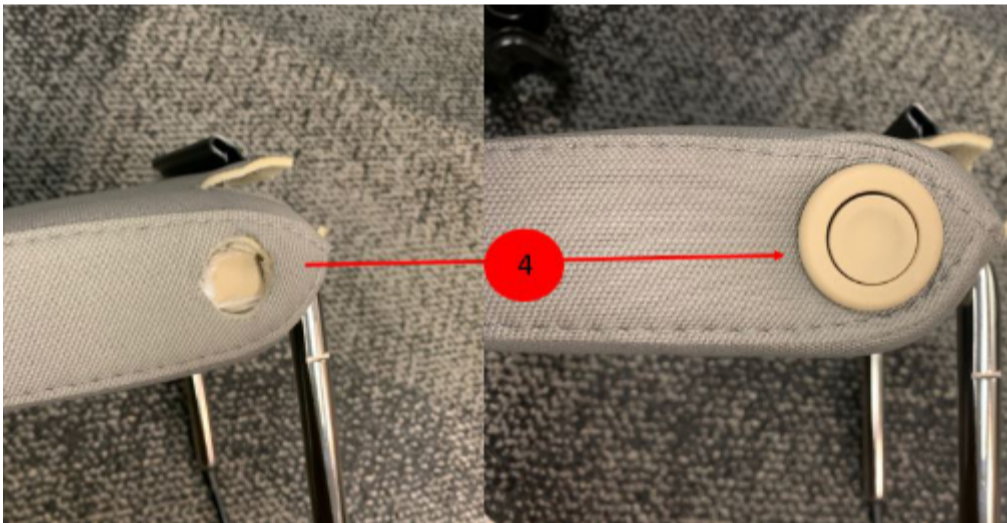


6. Line up the new button assembly key feature with the headrest core key slot (3). Once aligned, install the button onto the new headrest core.

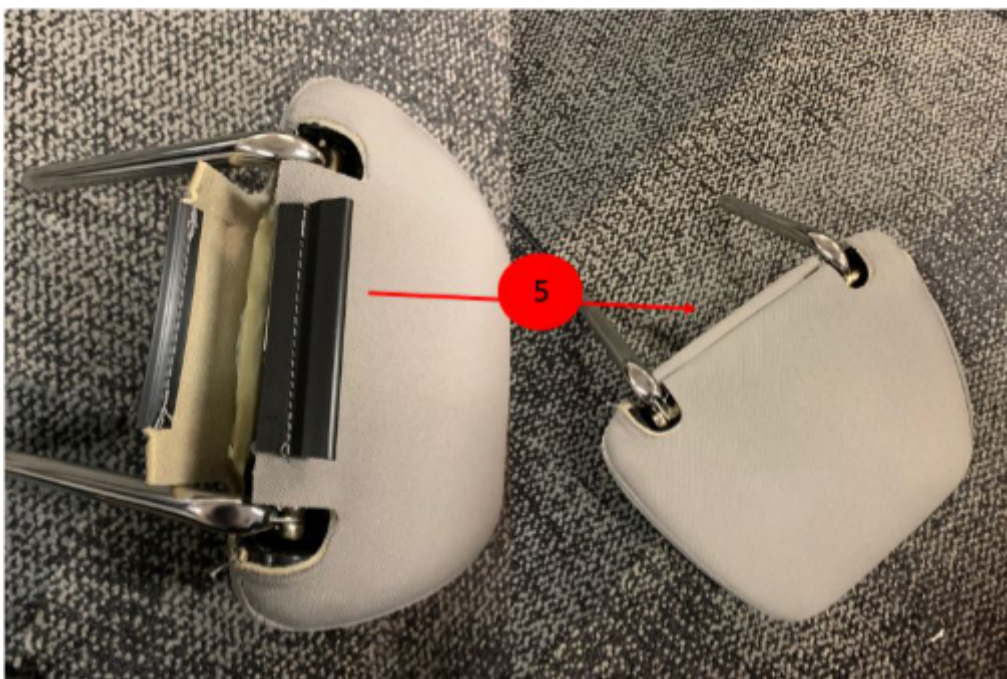


7. Reinstall the old trim and foam onto the new headrest core.

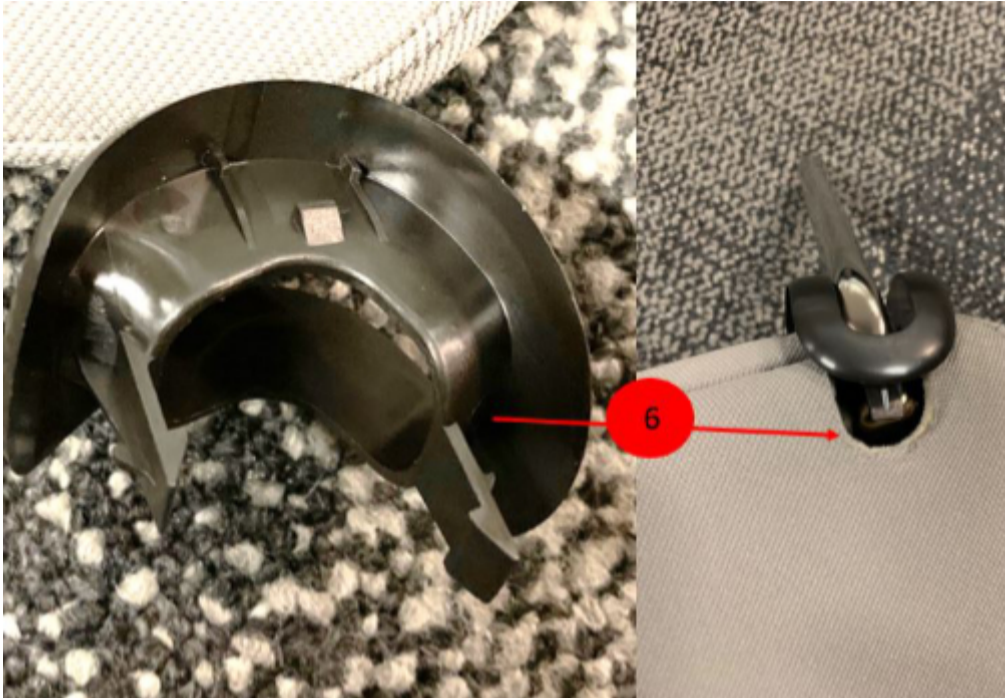
8. Work the trim and foam around the button (4).



9. Engage the J-Channel retainer on the trim cover (5).



10. Verify there are no appearance concerns with how the trim and foam are installed.
11. Install rod bezels (6).



12. Reinstall the headrest to the seat assembly following Service Information.
13. Repeat procedure for the 2nd headrest.

Parts Information

Description	Part number	Qty
Headrest Kit - Jet Black RPOs: HIR/HMR/HOU/HOY/HVA/H1Y/H2X	86778721	2
Headrest Kit - Gideon RPO's: HVC/HVE/HV5	86778722	2
Headrest Kit - Maple Sugar RPO: HAV	86778723	2
Headrest Kit - Clove RPO: HVB	86778724	2
Headrest Kit - DK Atmo RPO: HFN	86778725	2
Headrest Kit - Wisper Beige RPO: HFM	86778726	2

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
*7086348	Install Headrest Service Kit (one headrest)	0.4 Hrs.
Add time	Install Headrest Service Kit (2nd headrest)	0.3 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	4
Modified	09/09/2020 - Created on. 10/05/2020 - Updated the condition, correction, parts and warranty sections. 10/14/2020 - Updated to add RPO HVC to the parts sections. 12/18/2020 - Updates to the Correction and Parts sections.



GENERAL MOTORS