



Service Bulletin

Bulletin No.: 20-NA-226

Date: December, 2020

TECHNICAL

Subject: Mis-matched Stitching Color on Front Seat Head Restraint

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
GMC	Acadia	2020	2021			All	All

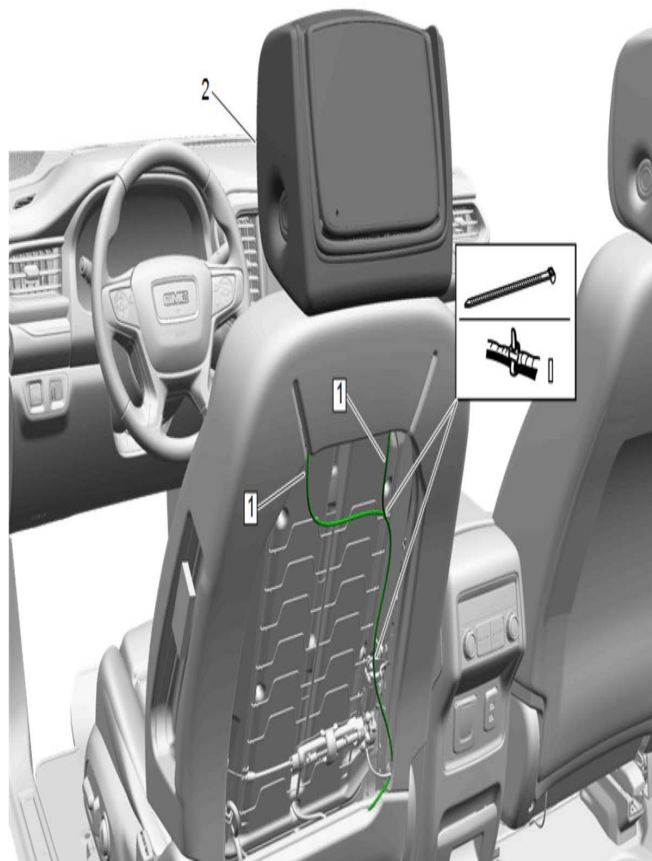
Involved Region or Country	North America
Additional Options (RPOs)	Equipped with ACCESSORY-RSE - DUAL HEADREST DISPLAY W/WIRELESS CONNECTIVITY (SR2) or ACCESSORY-RSE - DUAL HEADREST DISPLAY W/WIRELESS CONNECTIVITY & DVD.(SR3)
Condition	Some customers may comment that the stitching color on a front seat head restraint assembly does not match the stitching color on the rest of the seat.
Cause	<div style="text-align: center;"> </div> <p style="text-align: right; font-size: small;">5694636</p> <p>The cause of the condition may be that the front seat head restraint assembly may have come from the supplier with standard black stitching (1) instead of the Khalahari (tan) colored stitching (2), that matches the rest of the seat trim.</p>



5694637

Replace the affected front seat head restraint assembly with correct service part headrest display listed in the Part table below.

Correction



5085544

Refer to *Rear Seat Entertainment Head Restraint Package Installation*, in SI.

Parts Information

Use the VIN and refer to the GM Electronic Parts Catalog (EPC) to determine the proper part to order.

Causal Part	Description	Part Number	Qty
X	DISPLAY ASM-F/ SEAT H/RST (H0U/SR2)	85120268	1
	DISPLAY ASM-F/ SEAT H/RST (H0U/SR3)	85120270	
	DISPLAY ASM-F/ SEAT H/RST (H2U/SR2)	85120269	
	DISPLAY ASM-F/ SEAT H/RST (H2U/SR3)	85120271	

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
0588958*	Rear Seat Entertainment Head Restraint Installation	1.5 hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released December 16, 2020

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