



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Creak Type Noise from Driver and/or Passenger Seat Track Front Mounting Area

**Models:** 2011-2016 Buick Enclave  
2011-2016 Chevrolet Traverse  
2011-2016 GMC Acadia

**Attention:** This PI also applies to any of the above models that may be Export vehicles.

*This PI has been revised to add Model Years 2014-2016, remove a breakpoint, add a measurement inspection and update the Labor Operation to the Global Labor Code (GLC). Please discard PI0521D.*

### Condition/Concern

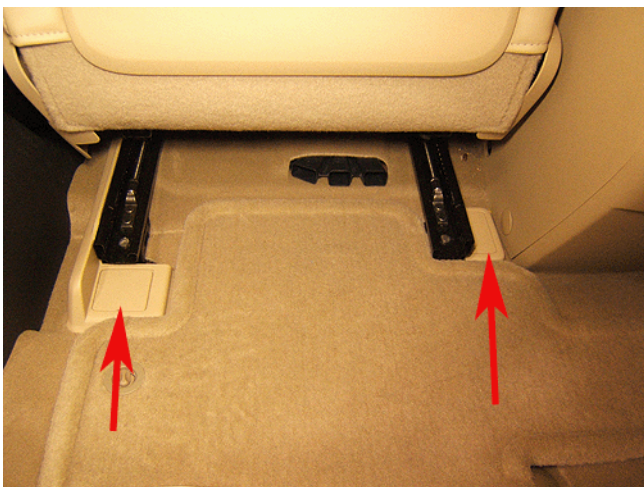
Some customers may comment on a creak or squeak type noise coming from the lower front of the seat(s).

This condition may be caused by a manufacturing change to the front seat mount. This revision may allow a minor amount of movement in the seat track, causing the noise.

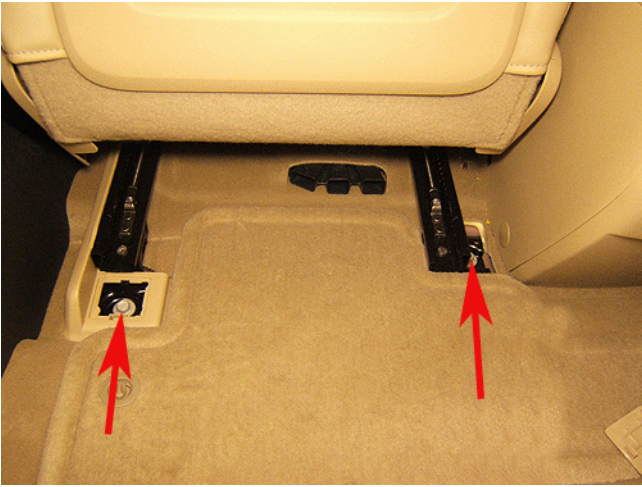
### Recommendation/Instructions

**Note:** The condition can apply to the driver and/or passenger front seat. If the condition is present on the opposite side front seat, repeat the appropriate procedure on that seat.

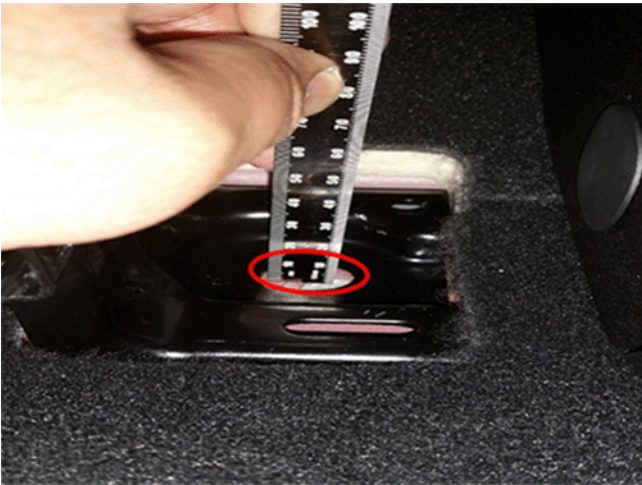
Use the following steps to do a measurement inspection and reposition the affected seat assembly.



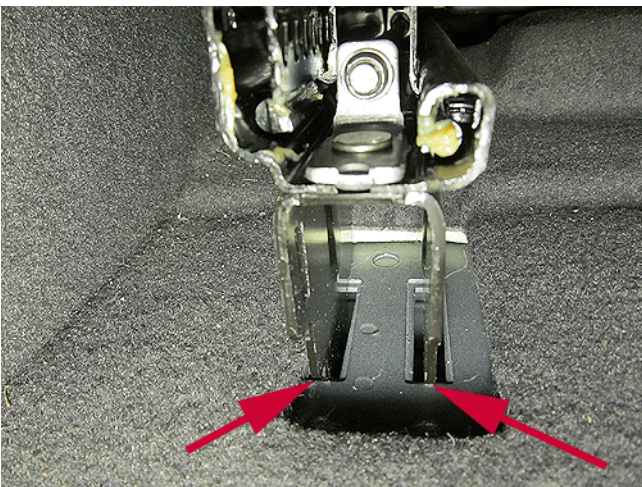
1. Position the affected seat in the forward position to allow access to the attachment bolts.



2. Remove both front seat adjuster bolt finish covers and remove the attachment bolts from the floor pan.



3. Using a ruler, or suitable tool, measure the pre-load from the floor pan surface to the lip of the rear seat mount, as shown in the graphic above.
  - If the distance is at least 9.5 mm (0.375 in), only seat repositioning is necessary. Continue on to step #4.
  - If the distance is LESS THAN 9.5 mm (0.375 in), the repair requires the addition of a shim. Jump ahead to the *Install Metal Shims Procedure* below.
4. Position the seat rearward in the vehicle.
5. Raise the rear of the seat assembly to relieve the tension on the front inner and outer seat mounting hooks.



6. Center the inner and outer hooks in the slots.
7. Install the seat attachment bolts. Leave the bolts loose at this time. **DO NOT TIGHTEN**. Ensure the seat tracks are parallel and not binding. Pull the seat assembly as far rearward in the vehicle as possible.

**Tighten:** Tighten the seat bolts to 45 Y (33 lb ft).



8. Road test the vehicle to assure the creaking noise has been eliminated.

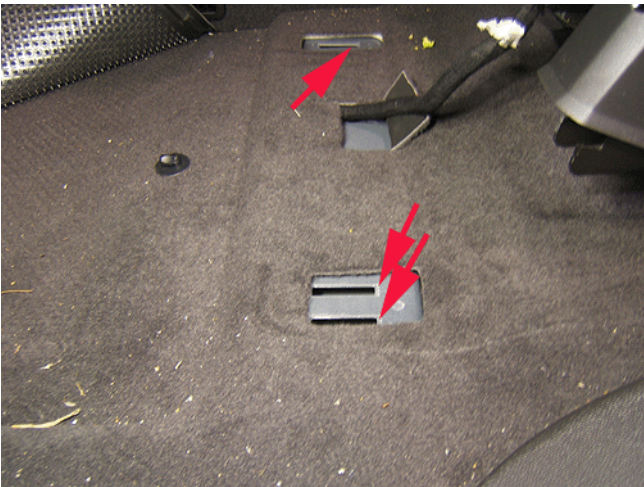
### Install Metal Shims Procedure

1. Position the seat rearward in the vehicle.

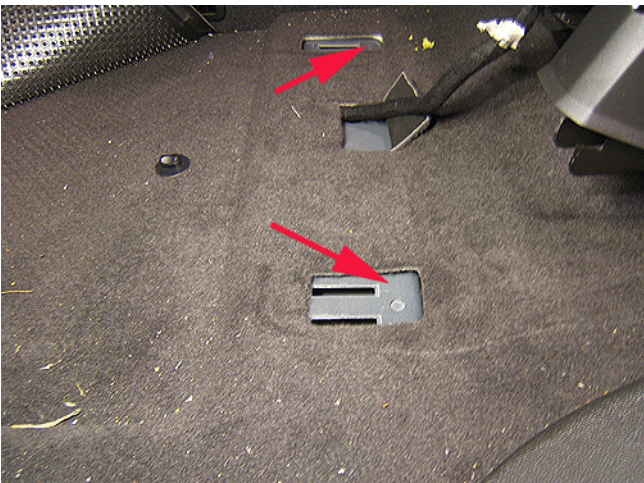


2. Tilt the seat assembly forward and disengage the front mounting hooks from the front floor mounting slots. Do not remove the seat. It is only necessary to raise the front of the seat assembly to perform the procedure.

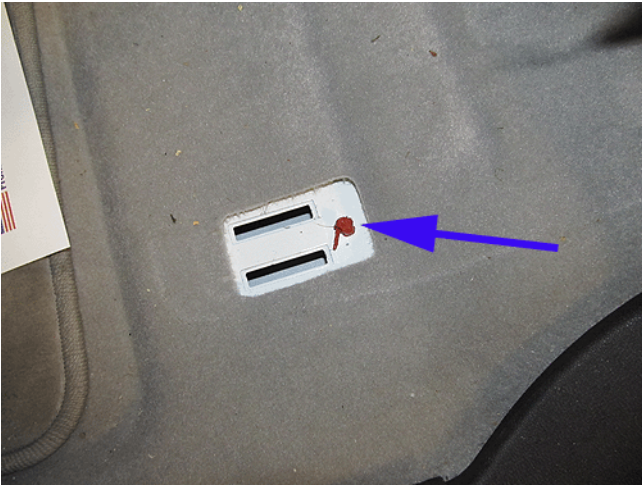
**Note:** The seat electrical connector can remain attached.



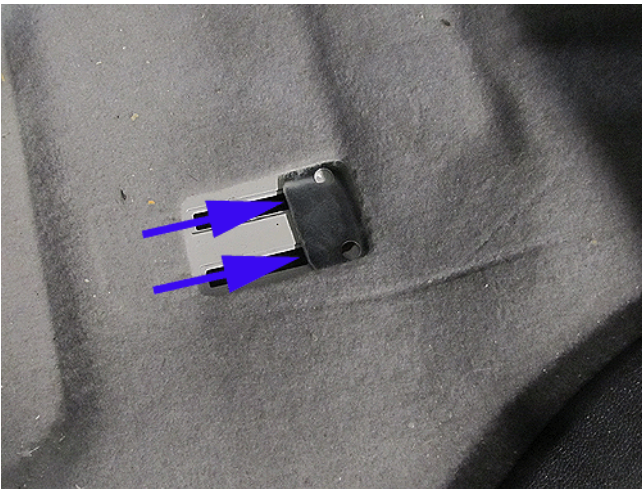
3. Locate the rear edge of the inner and outer seat mounting slots.



4. Clean the mounting areas and the service shims with a general purpose adhesive cleaner.



5. Apply a small amount of RTV Silicone Sealant, GM P/N 12378521 (in Canada, 88901148) or equivalent, to the mounting areas as shown.



- 6. Install the shims as shown, aligning the straight edge of the shim with rear edge of the mounting slots. Use care to not cover any of the mounting slots.
- 7. Reinstall the front seat track mounting hooks into the corresponding mounting slots. Use care to ensure the shims stay in the installed position.
- 8. Install the seat attachment bolts. Leave the bolts loose at this time. **DO NOT TIGHTEN**. Ensure the seat tracks are parallel and not binding. Pull the seat assembly as far rearward in the vehicle as possible.

**Tighten:** Tighten the seat bolts to 45 Y (33 lb ft).

- 9. Road test the vehicle to assure the creaking noise has been eliminated.

### Parts Information

Part Number	Description	Qty
12451685	SPACER, FRT S/D LK STKR	2 per Seat
12378521 (in Canada, 88901148)	RTV Silicone Sealant	As Req

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time

7080318*	Reposition Driver or Passenger Seat (Incl. Measurement Inspection)	0.3 hr
Add	Install Shim to Seat	0.1 hr
Add	Reposition Opposite Side Front Seat	0.2 hr
Add	Install Shim to Opposite Side Front Seat	0.1 hr
*This is a unique Labor Operation for Bulletin use only.		

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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