



Service Bulletin

File in Section: -


Bulletin No.: 17-NA-384

Date: December, 2017

TECHNICAL

Subject: Squeak, Rattle or Creak Coming from Second Row/Rear Seat Area

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2017	2018	SOP 2017	July 17, 2017	All	All
GMC	Acadia (VIN N)						

Involved Region or Country	North America, N.A. Export Regions
Additional Options (RPOs)	
Condition	Some customers may comment on hearing a squeak, rattle or creak coming from the second row/rear seat area. The right seat is more prone to this condition.
Cause	<p>The cause of the condition may be either of the following:</p>  <p style="text-align: right;">4911773</p> <ul style="list-style-type: none"> • Possible "winking" condition of floor pans right rear seat outboard track rear bolt hole on units built prior to May 15, 2017. <p>Note: The "winking" is caused by excessive overlap of body panels and, as shown in the graphic above, the sheet metal holes are offset. This is most commonly found at the right rear fastener location of the right rear seat.</p> <ul style="list-style-type: none"> • A seat track synchronization/torque condition may require a torque sequencing of the seat attachment bolts for vehicles built up to July 17, 2017.
Correction	<p>Note: Perform the "winking" inspection, and repair procedure as necessary first, prior to performing the torque procedure.</p> <p>For vehicles exhibiting the condition, follow the Service Procedure below to inspect for and correct the winking condition, and also complete the torque sequencing procedure.</p>

Service Procedure



4911776

1. Remove the right rear seat. Refer to *Rear Seat Removal and Installation (40%)*, in SI, and also follow the seat attachment bolts removal sequence detailed below:
 - 1.1. Adjust the seat to full rearward position.
 - 1.2. Loosen the outboard front attachment bolt, then the inboard bolt.
 - 1.3. Adjust the seat to full forward position.
- Note:** It is important that the tracks remain locked until both rear bolts are re-torqued.
- 1.4. Ensure that both seat tracks are locked.
 - 1.5. Loosen the outboard rear attachment bolt, then the inboard bolt.
2. For vehicles built **prior to May 15, 2017**, inspect

the right rear seat fastener location for possible “winking” condition:



4911773

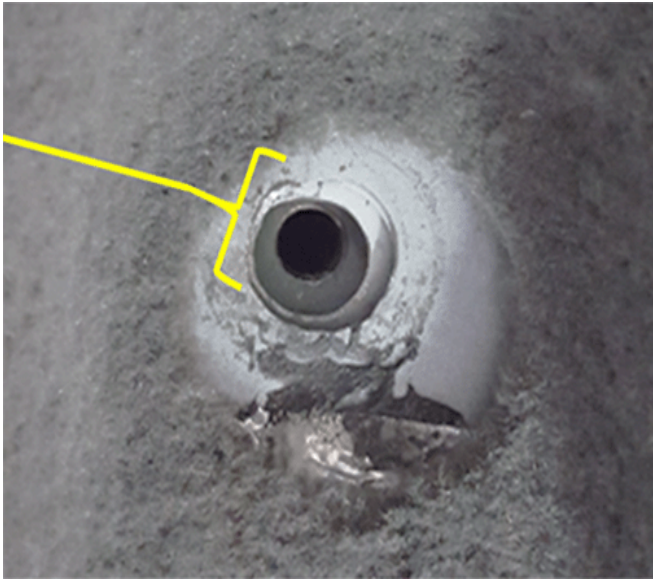
- If “winking” condition DOES exist, continue ahead to step #3 and remove sheet metal material.



4911781

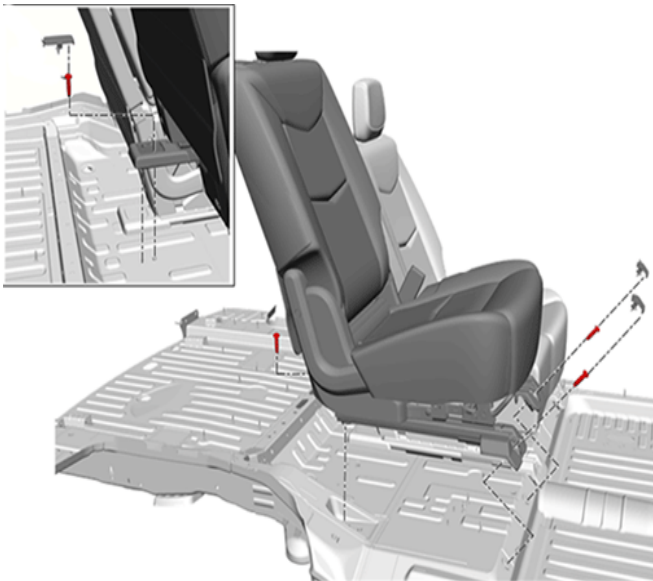
Note: In the graphic example above, the sheet metal is still offset, but the nut is centered enough to avoid contact of the seat bolt to the sheet metal.

- If “winking” condition DOES NOT exist, jump ahead to step #5 and follow the torque sequence procedure.



4911785

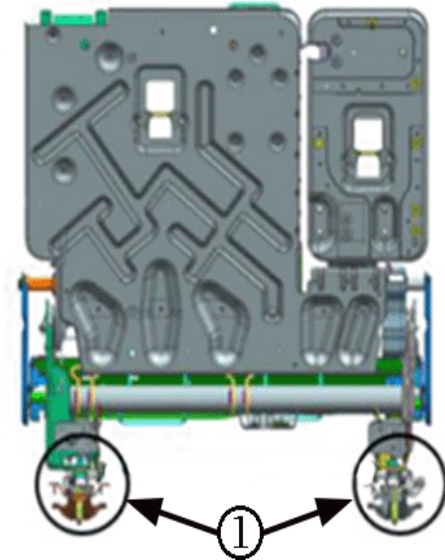
3. Using a dremel, or suitable tool, grind a small amount of material from the floor sheet metal opening. Grind only enough of the overlapping metal to allow clearance for the seat bolt.
4. Use an air gun to blow out any metal debris in the nut and hole area.



4911776

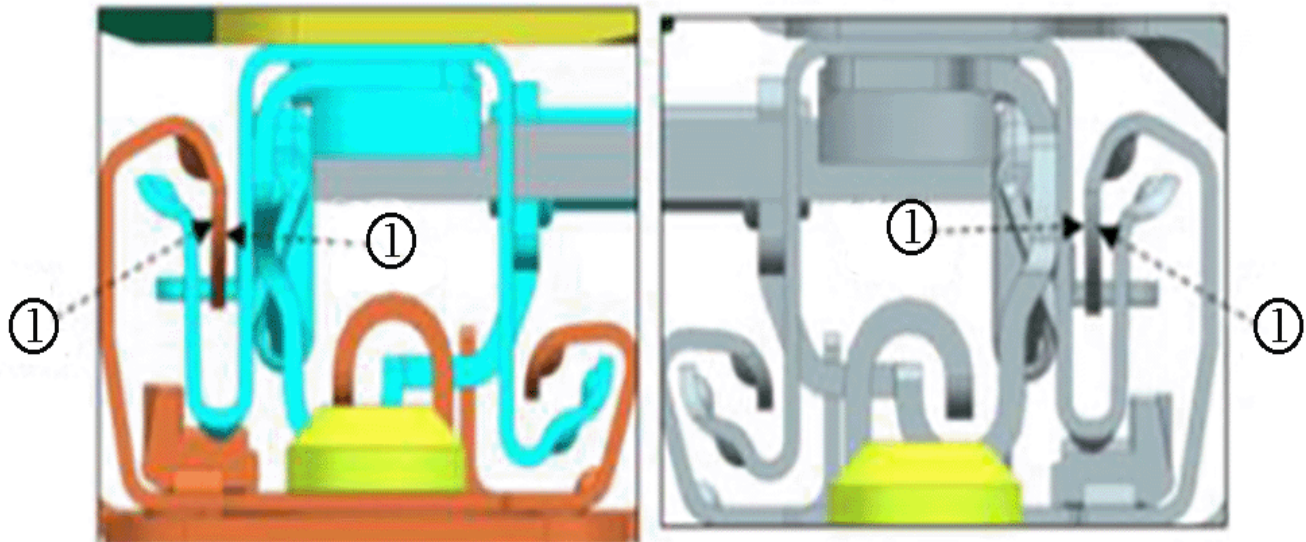
5. Reinstall the rear seat. Refer to *Rear Seat Removal and Installation (40%)*, in SI, and also follow the seat attachment bolts sequencing detailed below:
 - 5.1. Ensure seat is in full forward position.
 - 5.2. Ensure both seat tracks are locked evenly in place.
 - 5.3. Tighten the rear inboard bolt to specified torque.
 - 5.4. Tighten the rear outboard bolt to specified torque.
 - 5.5. Adjust the seat to full rearward position.

- 5.6. Ensure that both seat tracks are locked.
- 5.7. Tighten the front inboard bolt to specified torque.
- 5.8. Tighten the front outboard bolt to specified torque.
6. Road test vehicle to ensure noise has been eliminated. If noise persists, continue to ahead to step #7.
7. Adjust the seat fully forward.



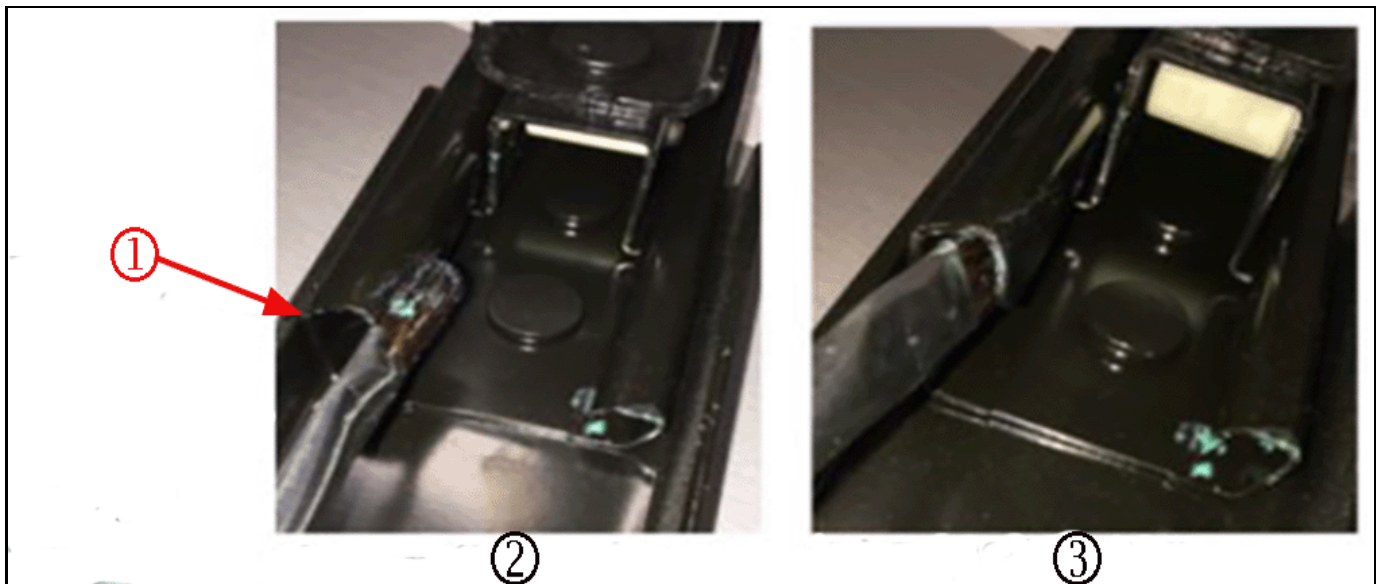
4911791

8. Using a brush, apply AC Delco Super Lube P/N 12371287 (In Canada, P/N 10953437) to the inboard and outboard seat tracks (1):



4911795

Note: Apply grease at the arrowhead locations (1) shown above.



4911799

- 8.1. Apply the Super Lube on BOTH the outer surface (2) and inner surface (3) of the lower channel, approximately a 2 inch length from the rear edge (1).
- 8.2. Remove excess grease from any unaffected surfaces.
- 8.3. Cycle the seat fore and aft a few times to distribute the grease.

9. Road test vehicle to ensure noise has been eliminated. If noise persists, replace the rear seat tracks, following the previously noted torque sequence procedure.

Parts Information

No parts are normally required for this repair.

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
7080518*	R & R Rear Seat Assembly, Sequence Fasteners	0.6 hr
ADD:	Grind Material from Floor Sheet Metal	0.3 hr
ADD:	Lubricate Inboard/Outboard Seat Tracks	0.2 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

Version	1
Modified	Released December 04,2017

