



Service Bulletin

Bulletin No.: 18-NA-343

Date: June, 2019

TECHNICAL

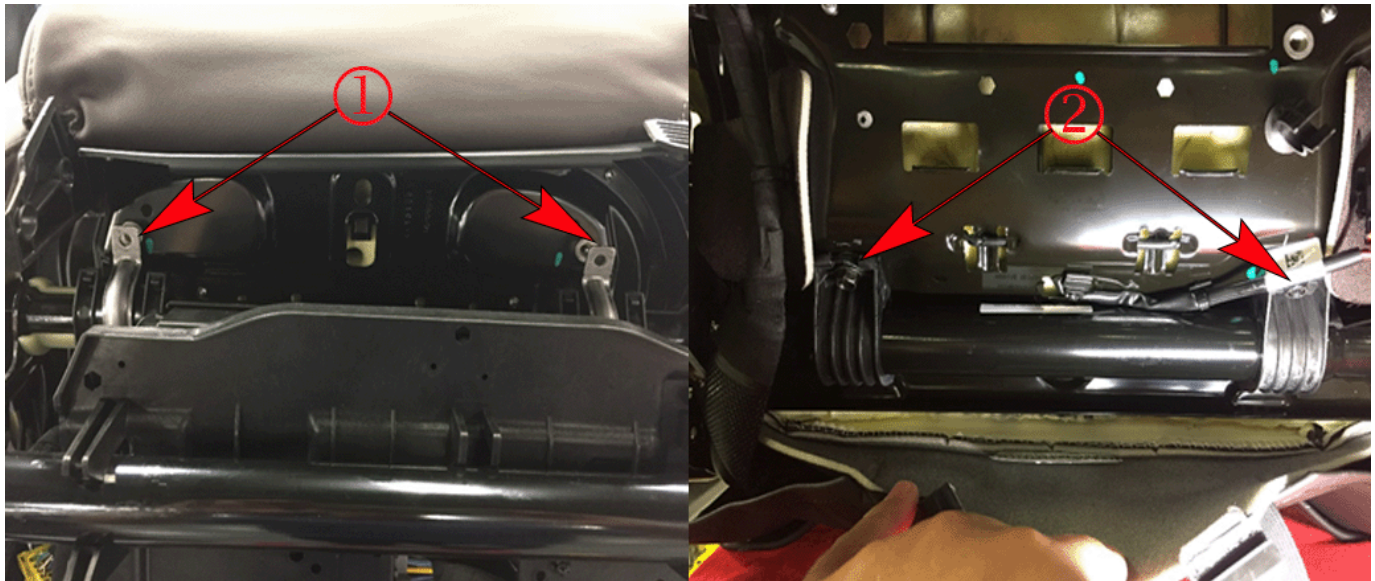
Subject: Lateral Seat Movement and/or Squeak Type Noise Heard in Driver Seat Cushion Area

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2018	2019				

Involved Region or Country	North America, Europe, Russia, Middle East, Israel, Japan, South Korea
Condition	Some customers may comment on lateral seat movement and/or squeak type noise heard in the driver seat cushion area.
Cause	This condition may be caused by grease incorrectly applied in the seat frame area.
Correction	Remove the grease and clean the area indicated following the Service Procedure below.

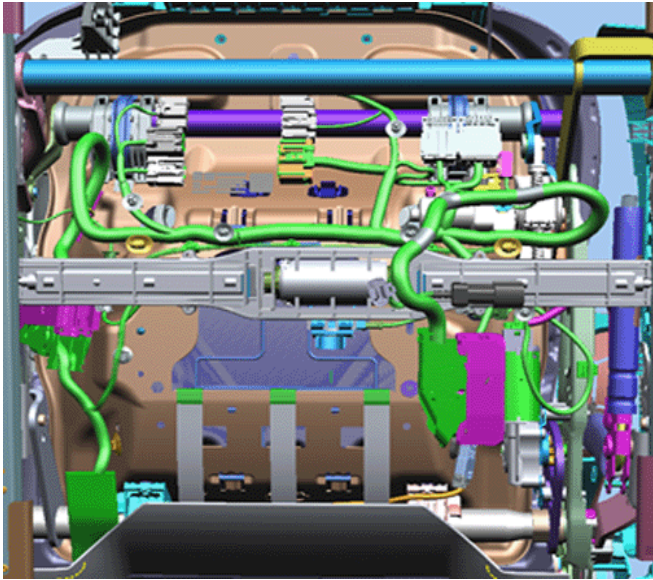
Service Procedure

1. Remove the driver seat and tilt back to see the bottom of the seat. Refer to *Driver or Passenger Seat Removal and Installation* in SI.

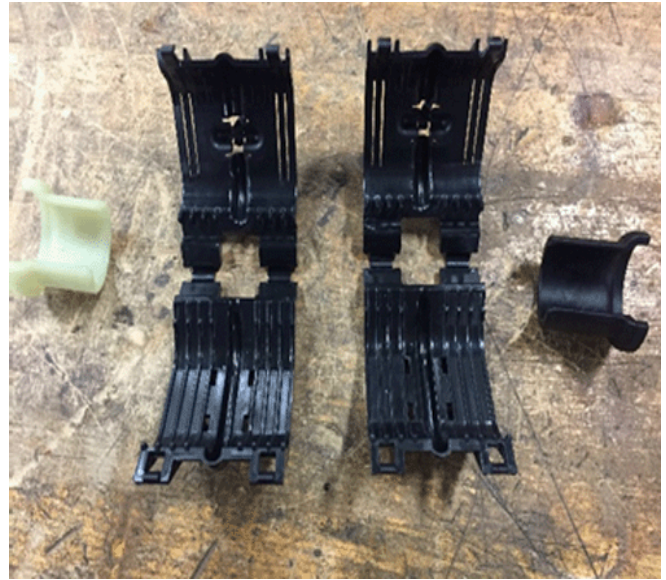


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2. Remove the screws from the front handcross brackets (1) and the rear handcross brackets (2).

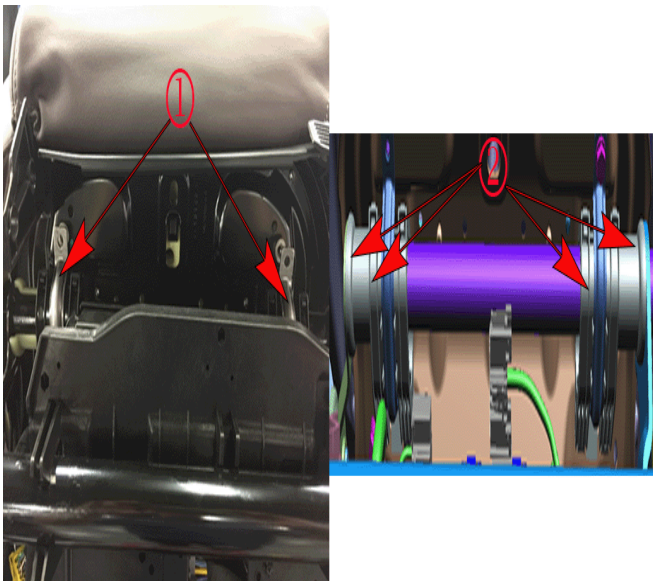


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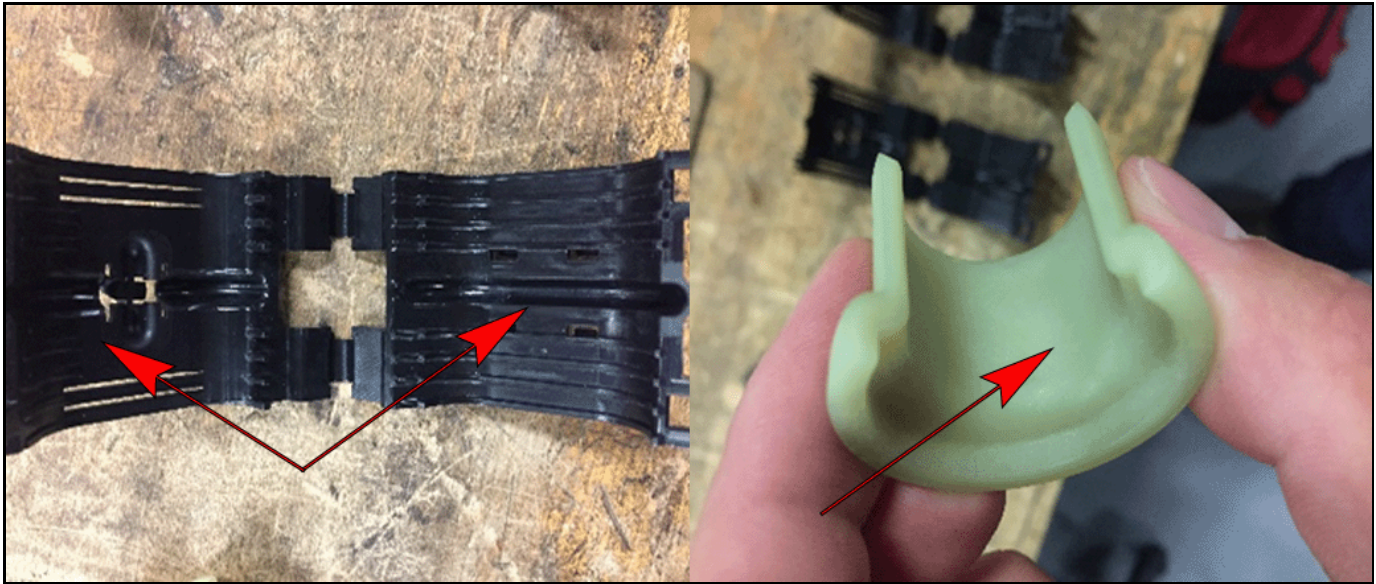
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- 3. Remove the applicable wire harness, which allows to fully remove the seats front two handcuff brackets.



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- 4. Remove the front seat handcuff brackets (1) and the front spacers from the cross-bar (2).



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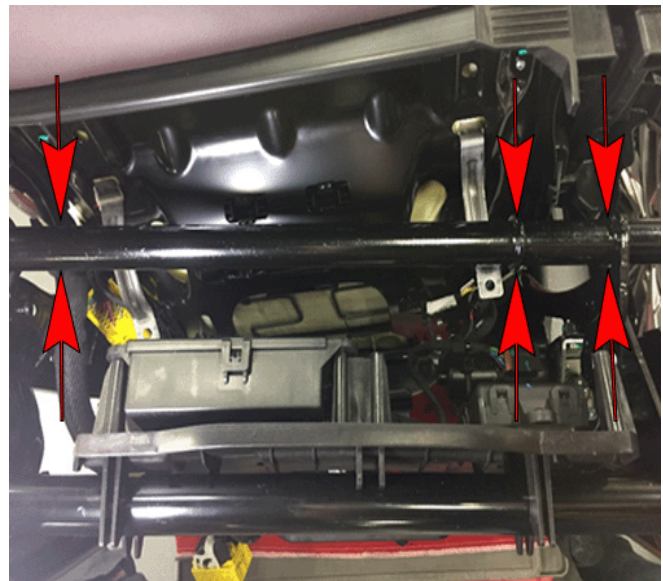
- 5. Using Kent Acrysol P20005 or equivalent, clean the inside of the spacer and handcuff bracket.

Important: Make sure the cleaner does **NOT** erode the plastic.



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- 6. Using KENT KT13487 or equivalent, cut 4 pieces (25 mm x 15 mm (1 in x 0.60 in) and apply it to the center on both sides of each spacer, as shown in the graphic above.



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- 7. Using Kent Acrysol P20005 or equivalent, clean the cross-bar.



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8. Remove old polyester felt from the support stand-off.
9. Using KENT KT13486 or equivalent, cut 1 piece (25 mm x 50 mm (1 in x 2 in) and apply it on the support stand-off, as shown in the graphic above.

Parts Information

Contact Kent Automotive at 1-888-YES-KENT or online at www.kent-automotive.com.

Causal Part	Description	Part Number	Qty	Material Allowance
N/A*	BRS Tape	KT13487**	1	\$0.35 USD (per vehicle) \$0.46 in Canada (per vehicle)

*For warranty transactions, **DO NOT** mark this/these parts as the Causal Part. Enter the word "Bulletin" in the Causal Part Description free-flow text field.

**There is enough material to do approximately 56 vehicles. Store the remaining material for further use.

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
7086298*	Removing Grease Off of Seat Frame and Installing BSR Tape to the Spacers	0.8 hr

*This is a unique Labor Operation for Bulletin use only.

Version	2
Modified	Released November 14, 2018 June 12, 2019 – Added the 2019 Model Year, updated the Involved Region or Country section and Service Procedure, added a Parts Information section and updated the Description under Warranty Information.

