



Service Bulletin

Bulletin No.: 21-NA-040

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TECHNICAL

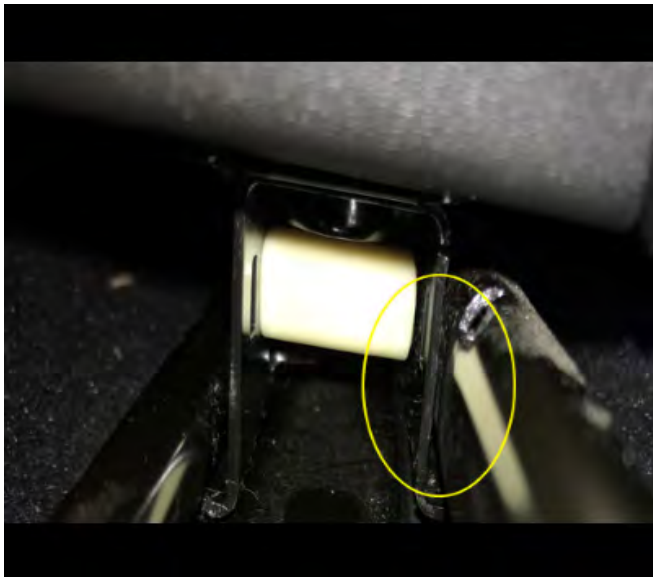
Subject: Squeak, Rattle or Creak Noise Originating from Second Row Seat Area

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2019	2021			All	All
Chevrolet	Traverse						

Involved Region or Country	North America, Uzbekistan, Russia, Middle East, Israel, Palestine, Chile (West), Colombia (West), Peru (West), GM Korea Company
Condition	Some customers may comment on hearing a squeak, rattle or creak noise coming from the second row seat area. This noise may be coming from the second row seat tracks.
Cause	The cause of the condition may be the second row seat tracks out of synchronization.
Correction	Complete the procedure outlined below.

Service Procedure

For vehicles ONLY exhibiting the above condition at second row seat tracks, follow the service procedure below to inspect for and correct the noise condition, and also complete the torque sequencing procedure.



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1. Verify which rear seat exhibits the condition. In the Repair Order, document which seat, along with the seat track position for/aft, where the noise occurred. Also verify whether both seat tracks are locked in by wiggling/pushing/pulling the seat back. Observe and document in the Repair Order whether the seat jumps/skips when releasing the towel bar to slide the seat for/aft. Pictures above are examples of areas to evaluate. You may find other affected areas as well.
2. Loosen the affected right and/or left rear seat bolts. Refer to *Rear Seat Removal and Installation* in SI.
 - Adjust the seat to full rearward position.
 - Loosen the outboard front attachment bolt to un-clamp the joint, then the inboard bolt.
 - Adjust the seat to full forward position.
 - Ensure that both seat tracks are locked.
 - Loosen the outboard front attachment bolt to un-clamp the joint, then the inboard bolt.
3. While front and rear bolts are loose, with the seat in the full forward position, pull/push on the inboard and outboard corners of the cushion to ensure inboard and outboard tracks are locked in.
4. Tighten the rear seat bolts. Refer to *Rear Seat Removal and Installation* in SI.
 - Ensure seat is in full forward position.
 - Ensure both seat tracks are locked evenly in place and synchronized.
 - Tighten the rear inboard bolt to specified torque. **45 N*m (33 lbft)**
 - Tighten the rear outboard bolt to specified torque. **45 N*m (33 lbft)**
 - Adjust the seat to full rearward position.
 - Ensure both seat tracks are locked evenly in place and synchronized.
 - Tighten the front inboard bolt to specified torque. **45 N*m (33 lbft)**
 - Tighten the front outboard bolt to specified torque. **45 N*m (33 lbft)**
5. Check that the seat is not out of sync by sliding the seat forward (not to full forward) and lift/release towel bar. Confirm that either corners of the cushion are not jumping/skipping. If the seat jumps/skips, repeat steps 1–4. If there is no jumping/skipping, proceed to step 6.
6. Verify noise has been eliminated. If noise persists, replace the affected rear seat track, following the previously noted torque sequence procedure.

Parts Information

No parts are 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
7086368*	Synchronizing Second Row Seat Track	0.4 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released February 19, 2021 Revised May 05, 2021 — Updated Involved Regions.

