



# Service Bulletin

File in Section: -

Bulletin No.: PI0521D

Date: February, 2013

## PRELIMINARY INFORMATION

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

**Models:** 2011-2013 Buick Enclave  
2011-2013 Chevrolet Traverse  
2011-2013 GMC Acadia

This PI is being revised to update the Recommendation/Instructions section, Parts Information and remove the WPC as a source for service parts. Please discard PI0521C.

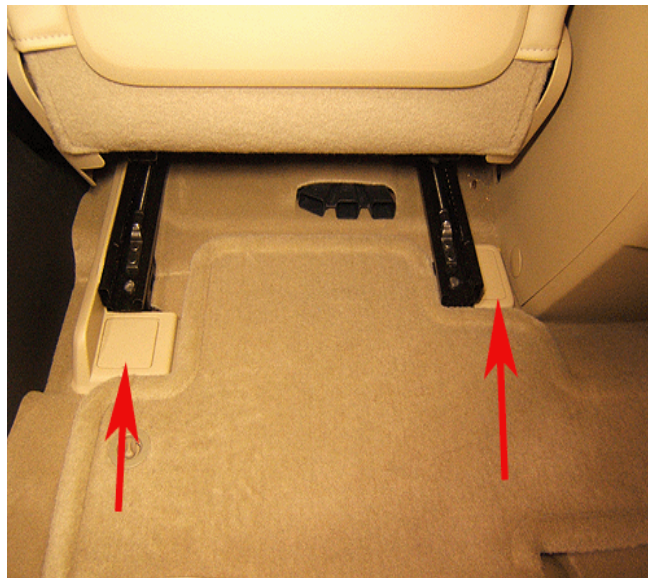
### Condition/Concern

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 For vehicles Built Between January 1, 2011 and January 20, 2012

Use the following steps to install metal shims to correct the condition.

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





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2. Remove both front seat adjuster bolt finish covers and remove the attachment bolts from the floor pan.
3. Position the seat rearward in the vehicle.



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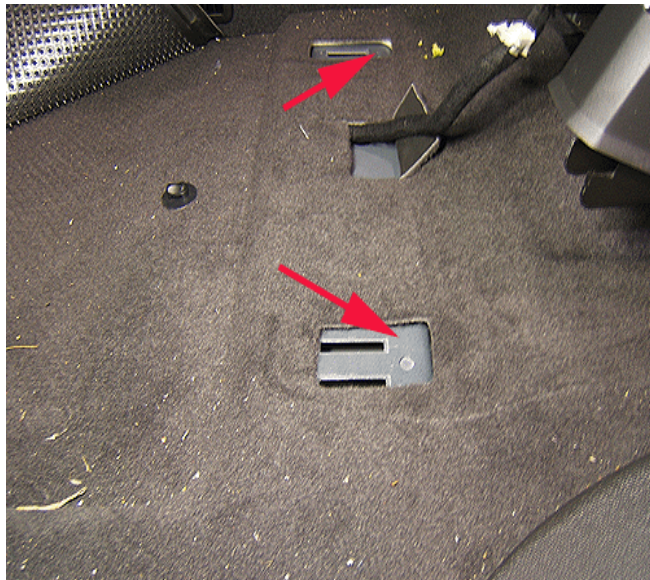
4. Tilt the seat assembly forward and disengage the front mounting hooks from the front floor mounting slots. Do not remove the seat. It is only necessary to raise the front of the seat assembly to perform the procedure.

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



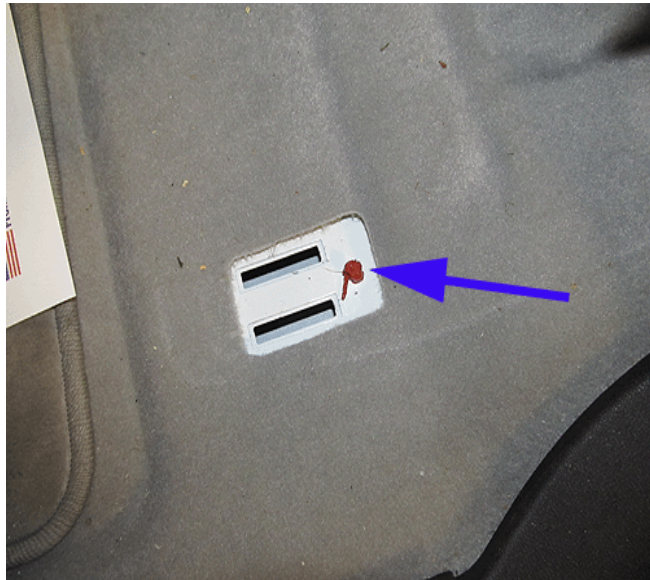
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5. Locate the rear edge of the inner and outer seat mounting slots.



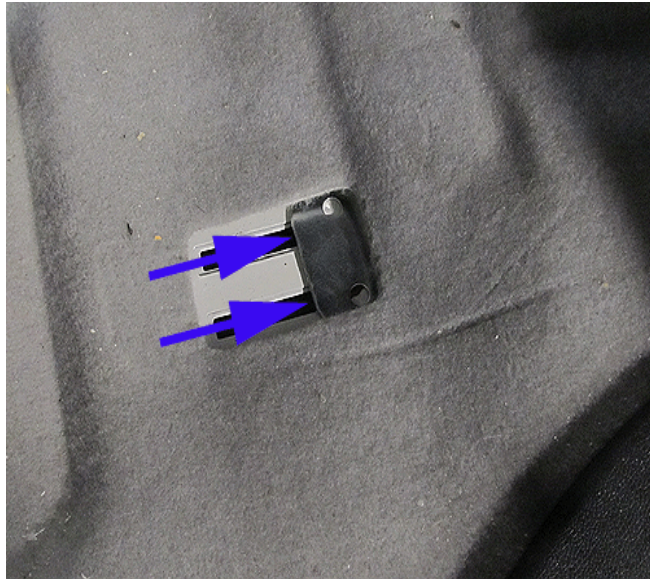
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6. Clean the mounting areas and the service shims with a general purpose adhesive cleaner.



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



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8. 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.
9. Reinstall the front seat track mounting hooks into the corresponding mounting slots. Use care to ensure the shims stay in the installed position.
10. 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**

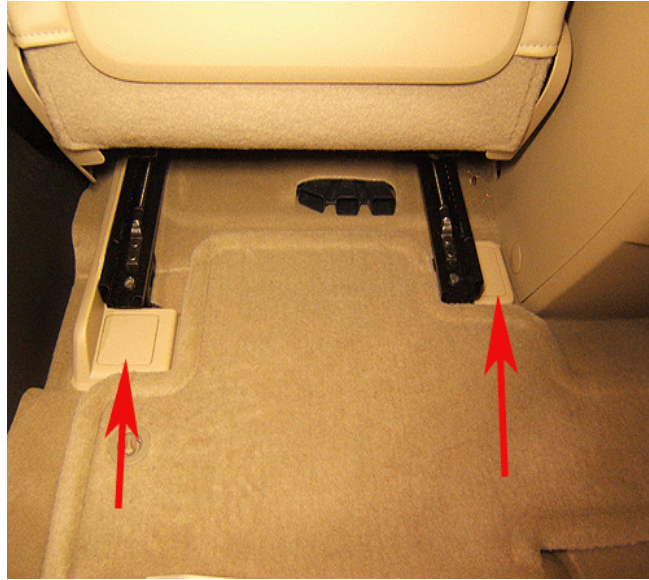
Tighten the seat bolts to 45 N•m (33 lb ft).

11. Road test the vehicle to assure the creaking noise has been eliminated.  
If the condition is present on the passenger seat, repeat the same procedure on the passenger seat.

## Recommendation/Instructions For vehicles Built After January 20, 2012

Use the following steps to reposition the seat assembly.

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

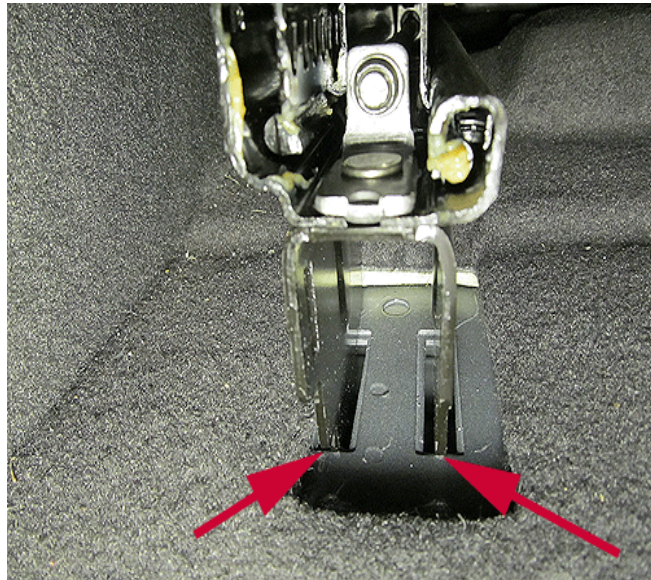


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2. Remove both front seat adjuster bolt finish covers and remove the attachment bolts from the floor pan.
3. Position the seat rearward in the vehicle.
4. Raise the rear of the seat assembly to relieve the tension on the front inner and outer seat mounting hooks.



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5. Center the inner and outer hooks in the slots.
6. 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 N•m (33 lb ft).

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

If the condition is present on the passenger seat, repeat the same procedure on the passenger seat.

## Parts Information

Part Number	Description	Qty
12451685	Spacer, Front Side Door Latch Striker	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
B9981*	Driver's Seat-Install Anti-Squeak Spacer (For 2011-2012 Vehicles)	0.4 hr
Add	For Passenger Seat	0.3 hr
C9539*	Reposition Driver Seat To Correct Noise (For 2013 Vehicles)	0.2 hr
Add	For Passenger Seat	0.1 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		