

**Subject:** Engineering Information - Squeak, Rattle and/or Creak Type Noise Heard from Second-Row Seat Area

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

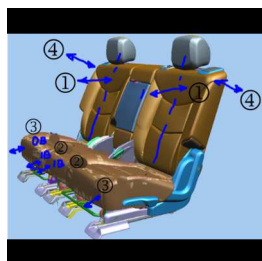
Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2022	2023	—	—	—	—
	XT6						
Chevrolet	Blazer						
GMC	Acadia						

<b>Involved Region or Country</b>	<b>U.S. Dealers ONLY</b>
<b>Condition</b>	Some customers may comment on having a squeak, rattle and/or creak type noise heard from the second row-seat area. <b>Note:</b> This condition can be heard on vehicles with second row bench OR captains seating configuration.
<b>Cause</b>	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

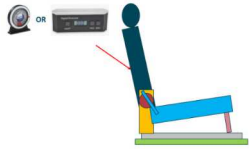
### Correction

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

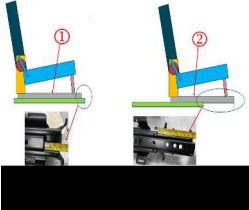
If you encounter a vehicle with the above concern, perform the following steps to identify the source and location of the noise and contact the engineer listed below with your findings:



1. Push/pull the second row seat to check for seat movement in the following locations and sequence, as shown in the photo above.
2. Activate the towel bar under the seat. Does the seat shutter?
3. Move the seat forward then rearward. Does the seat re-lock on its own on both sides or do you have to apply the forward/rearward with having a load in order for the seat to relock on the one side?



4. Take seat back angle measurements using an inclinometer.



5. Use a tape measure and measure the upper rail in full rear position (1) and full forward position (2), as shown in the photo above.

### Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

### Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
7086468*	Engineering Information - Squeak, Rattle and/or Creak Type Noise Heard from Second-Row Seat Area	0.5 Hrs.
7086448*	Engineering Information - Squeak, Rattle, Creak Type Noise Heard (Re-torque Left Second Row Seat)	0.3 Hrs.
7086458*	Engineering Information - Squeak, Rattle, Creak Type Noise Heard (Re-torque Right Second Row Seat)	

\*This is a unique Labor Operation for bulletin use only.

<b>Version</b>	1
<b>Modified</b>	Released May 12, 2023