



STAR ONLINE PUBLICATION



Case Number: S2423000042

Release Date: September 2024

Symptom/Vehicle Issue: Snap Noise From Manual Front Seat While Adjusting Or Moving Seat Track.

Customer Complaint/Technician Observation: Customer may complain the manual seat makes a snap noise when adjusting or the seat guides do not simultaneously engage. Condition could be either or both front seats.

Discussion: If the noise is duplicated from the seat track while adjusting perform the following.

1. Loosen but do not remove the 4 seat fasteners retaining the seat to the floor.
2. Move the seat track to the full forward position making sure the seat guides are fully engaged.
3. Tighten the rear floor bolt at the tunnel side. 26 Ft. Lbs. (35 Nm).
4. Tighten the rear outboard seat bolt to 26 Ft. Lbs. (35 Nm).
5. Adjust the seat to the full rearward position.
6. Tighten the forward tunnel side seat fastener to 26 Ft. Lbs. (35 Nm).
7. Tighten the forward outboard seat fastener to 26 Ft. Lbs. (35 Nm).

Verify condition of the snap noise while adjusting the seat fore/aft is now resolved.

Refer to Service Library group 23-Body; Seats, First Row for more information.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.