



# Service Bulletin

Bulletin No.: 24-NA-101

Date: November, 2024

## TECHNICAL

**Subject: 60/40 Seat Position Gap**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2022	2024				

<b>Involved Region or Country</b>	North America, Europe, Kazakhstan, Russia, Middle East, Israel, Palestine, Japan, S. Korea.
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<b>Condition</b>	 <p>Some customers may comment on a gap between the 40% rear seat and 60% rear seat.</p>
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As well as a possible noise from the seats rubbing against the rear panel.

<b>Cause</b>	The causes of the condition may be the floor pan design can cause both seats to lean away from the other, creating a gap.
<b>Correction</b>	Add washer shims and bolts to the rear outer legs of the seats to seal the gap. <b>Note:</b> Use steel washers, they must be the same diameter as the track spacer and the shape of the bottom side of the track. Use 1mm thick steel washers with increments up to 4mm max thickness can be used to adjust the seats.

### Service Procedure

**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.



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1. Visually inspect the rear seat to view the gap.



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2. Access the rear compartment and remove the floor stowage to gain access to the seat legs. (You may have to pull back the carpet to access the legs).



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3. At the 40% single seat, access the rear right hand leg and remove the bolt. Refer to *Rear Seat Removal and Installation (40%)* to gain access to the back right leg bolt. Then, add steel washers (example: an M10 washer) under the leg with a new, longer bolt and seal with Loctite or similar adhesive and re-secure the seat.

Example graphic above used two M10 2mm thick washers.

**Note:** Use steel washers, they must be the same diameter as the track spacer and the shape of the bottom side of the track. Use 1mm thick steel washers with increments up to 4mm max thickness can be used to adjust the seats.



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4. At the 60% seat, access the rear left hand leg and remove the bolt. Refer to *Rear Seat Removal and Installation (60%)*. Then, add steel washers underneath the leg with a new, longer bolt, seal with Loctite or similar adhesive and re-secure the seat..

Example image above used a 1.5mm steel washer.

**Note:** Use steel washers, they must be the same diameter as the track spacer and the shape of the bottom side of the track. Use 1mm thick steel washers with increments up to 4mm max thickness can be used to adjust the seats.



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5. Verify the gap is corrected.

- If that gap has been closed and the seats are no longer touching the panel, then add Loctite or a similar adhesive around both shim points. Finally, re-secure floor stowage and cargo cover.

**Important:** Verify that there is not interference between seat backs. A touching condition is acceptable.

- If the gap remains then readjust the shims or refer to SI.

### Parts Information

Causal Part	Description	Part Number	Qty
X	Bolt	11588742	2
X	Adhesive	19333511	1

### 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
*1086818	60/40 Seat Gap Shim and Bolt Adjustment	1.0 hr
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	3
<b>Modified</b>	Released June 11, 2024 Revised June 18, 2024 – Added note to Service Procedure to use Loctite and specify metal shims. Revised November 06, 2024 – Added multiple regions to Involved Regions section.

