



Service Bulletin

Bulletin No.: 25-NA-038
Date: February, 2025

TECHNICAL

Subject: Front Seat Lower Track/Frame Noise

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado EV	2024	2025				
GMC	Sierra EV	2024	2025				

Involved Region or Country	United States and Canada
Additional Options (RPOs)	Equipped with RPO A2X, A7K
Condition	Some customers may comment on an audible “pop” type noise in the front lower seat track while driving and/or when the occupant is seated and applying pressure to the seat back frame.
Cause	The causes of the condition may be due to insufficient grease on the lower seat frame track(s).
Correction	Technicians are to grease the lower seat tracks as described in the service procedure below.

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.

Important: This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

1. Move the seat to the full back position.



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2. Apply a marble sized set of grease to a wooden applicator.



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3. Starting at the outer seat track, apply grease to one side of the track. Apply grease about 3" into the seat track. Then, the other side as shown below.



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4. Repeat the grease application process on the inboard seat track.



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5. After applying the grease, wipe any excess grease away. Then, move the seat to the full front and rear position a minimum of two times. Wipe off any more excess grease that appears.



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6. Repeat the process on the other seat.
7. Return the vehicle to the customer.

Parts Information

Causal Part	Description	Part Number	Qty
X	LUBRICANT, MULTI-PURPOSE PTFE-CARTRIDGE	89022180	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
*7086118	Applying grease to front seat track.	0.3 hr
Add	Applying grease to the other front seat track.	0.2 hr

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released February 21, 2025

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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