		<b>Tesla, Inc.</b> Service Bulletin		<b><i>Inspect Front Seat Back for Unintended Noise</i></b>	
<b>SB-25-13-002</b> July 11, 2025					
<b>Classification</b>		<b>Section/Group</b>	<b>Mobile Service</b>	<b>Configuration</b>	
Repair Bulletin		13 - Seats	Can Perform (where permitted)	All	
<b>Model</b>	<b>Model Year</b>	<b>Country/Region</b>	<b>Build Location</b>		
Model 3	All	Europe, Middle East, Africa	All		
Model Y	All				
Model S	2021+				
Model X	2021+				
Cybertruck	All				
The model(s) and model year(s) listed are a general approximation of the affected VIN list. Refer to the VIN/Bulletin Tracker or Customer/Vehicle profile to determine applicability of this bulletin for a particular vehicle.					

This repair bulletin provides instructions on addressing a possible customer concern regarding the operation of Tesla vehicles. These instructions should only be performed by trained professionals.

## Condition

On some Model 3, Model Y, Model S, Model X and Cybertruck vehicles, the front driver and/or passenger seat back may exhibit an unintended noise, originating from the seat back shoulder area when the occupant moves in the seat or when driving over bumpy roads, even when the seat is not occupied. This is caused by interference between the seat back guide rail and its bushing.

## Correction


Upon customer complaint, inspect the vehicle for symptoms related to the condition. If symptoms are present, rework the front seat back guide rail.

Correction Description	Correction	Time
Inspect Front Seat(s) For Unintended Noise; No Anomalies Found	S012513002	0.06
Inspect Front Seat(s) For Unintended Noise; Rework LH Front Seat Guide Rail	S022513002	0.30
Inspect Front Seat(s) For Unintended Noise; Rework RH Front Seat Guide Rail	S032513002	0.30
Inspect Front Seat(s) For Unintended Noise; Rework Both Front Seat Guide Rails	S042513002	0.60

**Shop Supplies:** HARNESS TAPE, BLACK, 19MM WIDE (1089890-00-A)


## Inspection


1. Sit in the seat from which the customer experiences the noise.
2. Wiggle your shoulders against the LH and RH side of the seat back and confirm that a squeaking, ticking or clicking noise originates from the LH and/or RH shoulder portion of the seat back.

 **NOTE:** For additional information, see video [here](#).

- If no abnormal noise is observed from the shoulder portion of the seat back, discontinue this procedure. Use correction code S012513002 to close out the bulletin in the Service Center Application (SCA).
- If a squeaking, ticking or clicking noise is observed from the shoulder portion of the seat back, continue to the [Rework Procedure](#).

## Rework Procedure

 **NOTE:** Images show a LH seat, but procedure is similar for a RH seat.

 **NOTE:** Skip steps when certain seat features are not applicable to the seat you are working on.

1. Remove the head rest from the affected seat (refer to Service Manual procedure 13042002
  - Standard seat
    - 13042002: [Model 3](#), [Model Y](#), [2021+ Model S](#), [2021+ Model X](#)
    - 1304010302: [2024+ Model 3](#), [2025+ Model Y](#)
  - Sport seat:
    - 1304020302: [2024+ Model 3](#)
2. Adjust the seat's lumbar support to the rearmost position (minimum level of lumbar support).
3. Remove the strap clips (x2) from the left front seat back shell assembly (Figure 1).

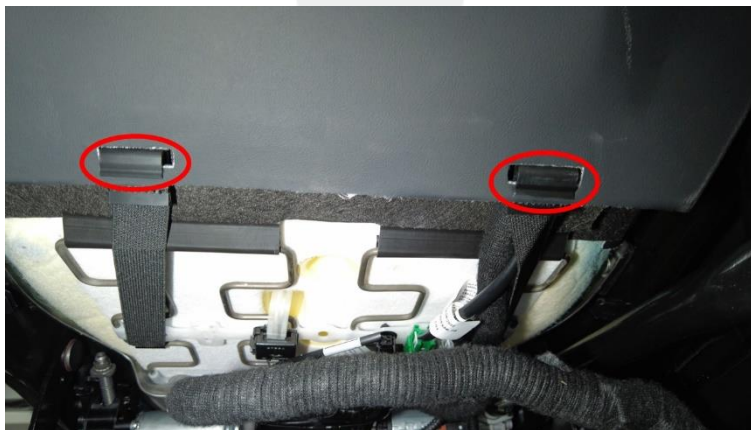


Figure 1


4. **Sport seat:** remove the headrest bracket assembly (Figure 2).



Figure 2

5. Remove the seat back shell.

- **Standard seat:** release the clips (x8) that attach the seat back shell to the seat (Figures 3 and 4), and then remove the seat back shell.

 **NOTE:** Start at the top of the seat and pull the shell away from the frame. When the side clips are free, pull the bottom of the seat back shell and carefully roll the bottom tabs out of the slots, then release the remaining clips from underneath the seat assembly.

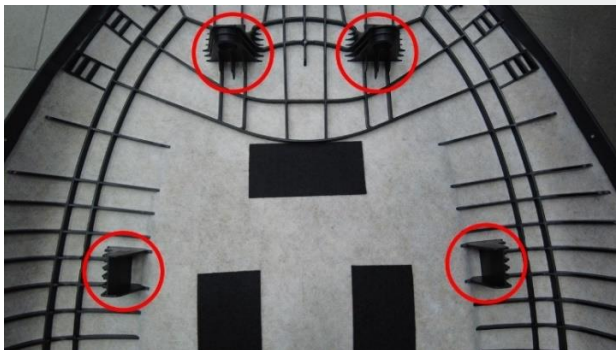


Figure 3 – Clips at top of seat back shell

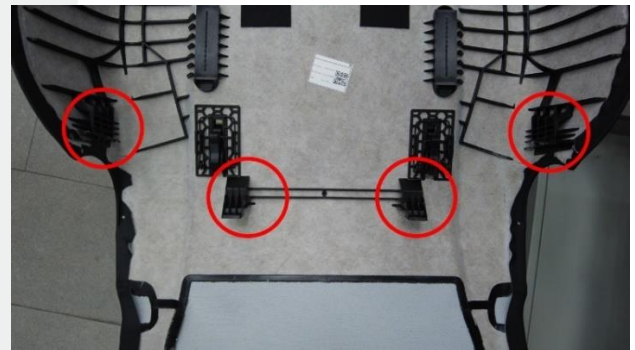



Figure 4 – Clips at bottom of seat back shell

- **Sport seat:** release the clips (x16) that attach the seat back shell to the seat (Figure 5), and then remove the seat back shell. (Figure 5).

 **NOTE:** Start at the top of the seat and pull the shell away from the frame. When the side clips are free, pull the bottom of the seat back shell and carefully roll the bottom tabs out of the slots, then release the remaining clips from underneath the seat assembly.

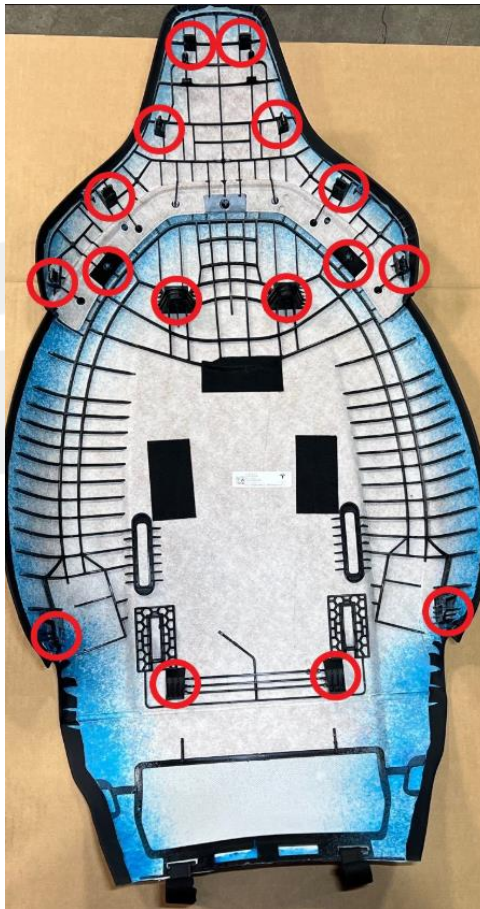


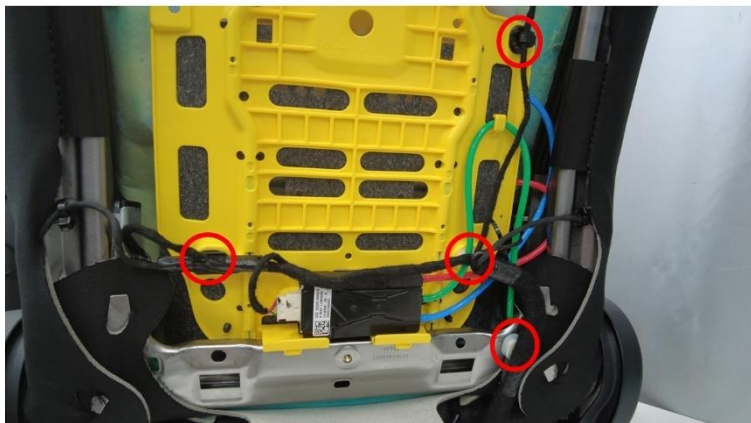
Figure 5

6. Disconnect the seat back ventilation fan connector (Figure 6).



Figure 6

7. Remove the seat harness from the seat back frame (Figure 7).



**Figure 7**

8. Disconnect the lumbar pump connector (Figure 8).



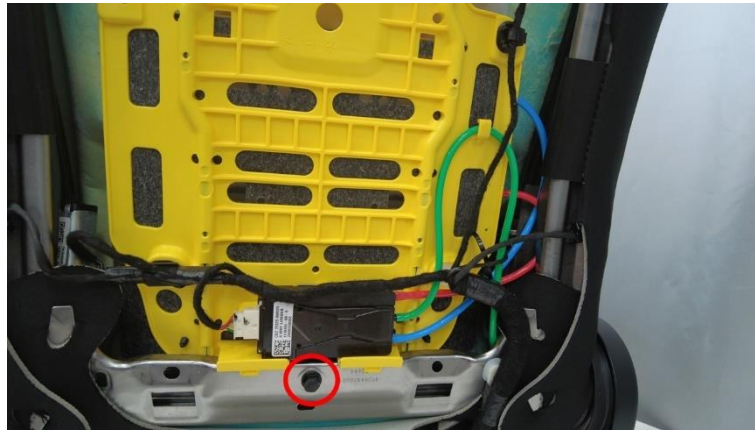
**Figure 8**

9. Disconnect the lumbar valve pack connector (Figure 9).



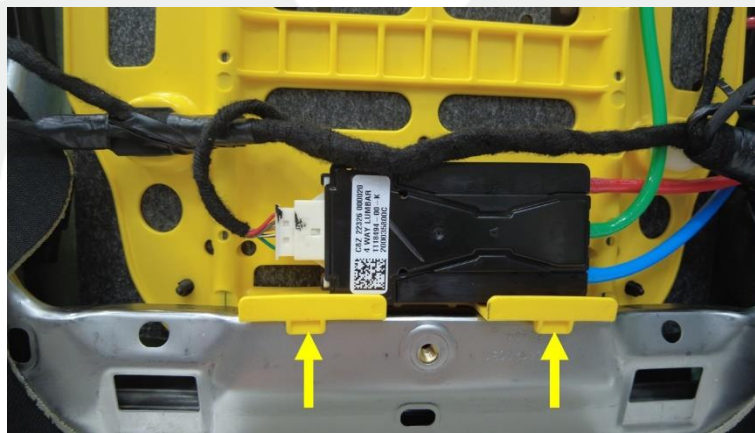
**Figure 9**

10. Remove the bolt (10 mm, torque 5 Nm) that attaches the lumbar assembly to the seat back frame (Figure 10).



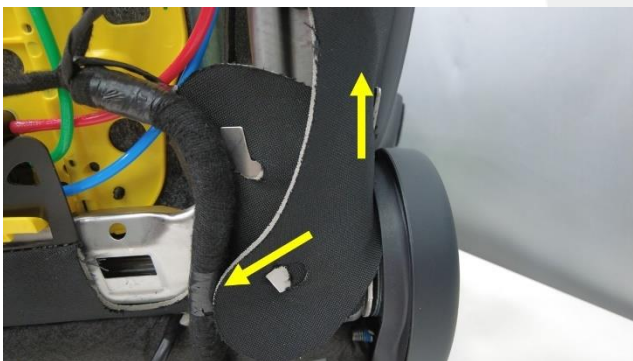
**Figure 10**

11. Release the tabs that attach the lower portion of the power lumbar assembly to the seat back frame (Figure 11).

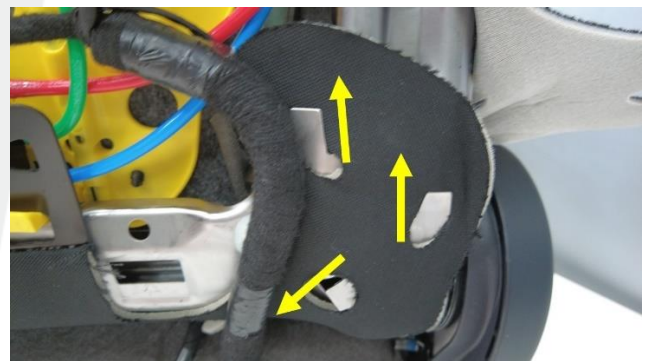


**Figure 11**

12. Release the upper and lower flaps that cover the inboard corner of the seat back frame (Figures 12 and 13).



**Figure 12 – Top Flap**



**Figure 13 – Bottom Flap**

13. Release the clips (x2) that attach the lumbar pump to the seat frame (Figure 14).

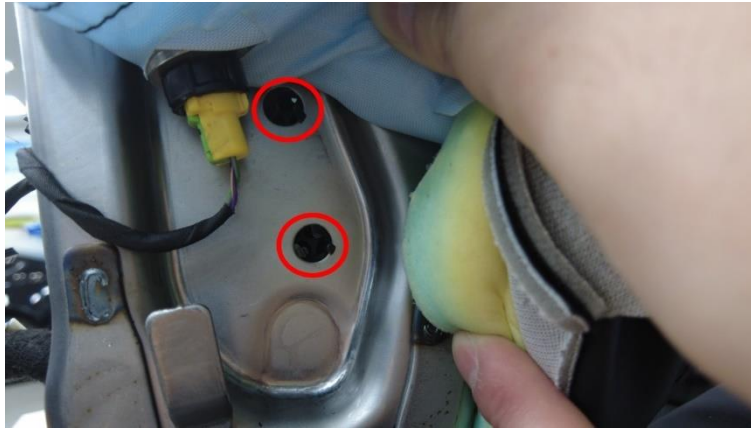


Figure 14

14. Remove the power lumbar assembly from the seat back frame (Figures 15 and 16).

**NOTE:** To remove the lumbar support assembly, push the bottom of the assembly towards the foam to release it from the frame. Move the lumbar pump out of the frame, slide the lumbar assembly up to clear the lower section of seat back frame (Figure 18), and then move the lumbar assembly out, away from the seat frame. Slide it down (Figure 19) to remove it from the seat.



Figure 15

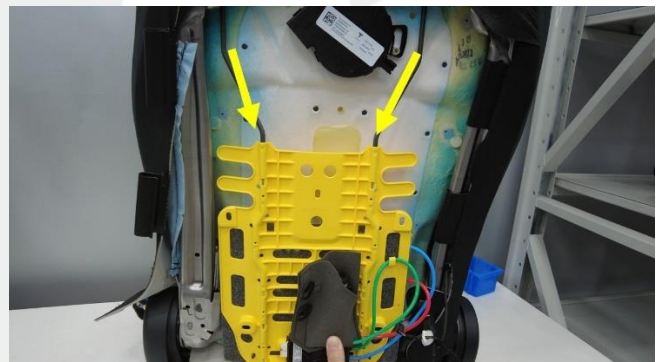


Figure 16

15. Cut 2 cm of felt tape (x2) and apply the tape at the top of each guide rail (Figure 17).



Figure 17

16. Assemble the front seat in reverse order of removal.  
17. If applicable, repeat this procedure on the other front seat back.  
18. Use the appropriate correction code to close out this bulletin in SCA.