



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Cracks In The Brake Pad Friction Material

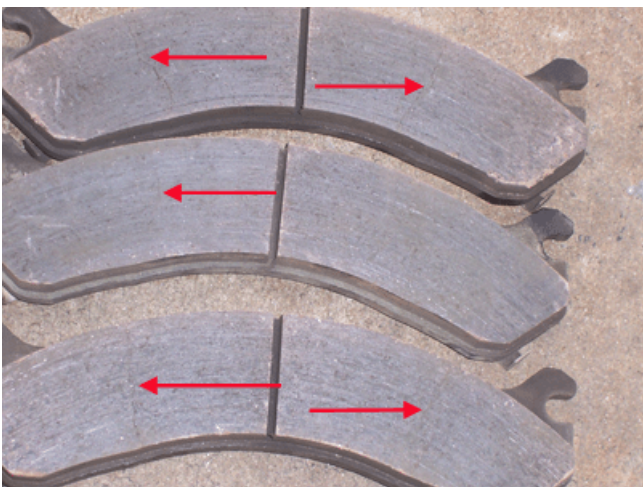
Models: 2007-2008 Chevrolet Express 3500HD
2007-2010 Chevrolet Silverado 3500HD
2007-2008 GMC Savana 3500HD
2007-2010 GMC Sierra 3500HD
With Brake RPO JK4 or JH7 (Dual Rear Wheel)
2011-2013 Chevrolet Silverado 3500HD
2011-2013 GMC Sierra 3500HD
With Brake RPO J90 or J96 (Dual Rear Wheel)
2009-2013 Chevrolet Express 3500-4500HD
2009-2013 GMC Savana 3500-4500HD
With Brake RPO JH9 (Dual Rear Wheel)

This PI was superseded to update model years. Please discard PIT4826A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

When performing a brake inspection, hairline cracks may be noticed in the pad friction material, as shown below. Cracks in the friction material can occur after the pads have been subjected to high pad temperatures.



Recommendation/Instructions

These hairline cracks do not affect the operation of the brake system and the pads should not be replaced if only hairline cracks are found.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the

remaining steps do not need to be performed.

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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