



Service Bulletin

File in Section: -

Bulletin No.: PIE0280

Date: February, 2014

PRELIMINARY INFORMATION

Subject: Engineering Information – Front Brake Squeak/Squeal Type Noise

Models: 2013 Chevrolet Equinox
2013 GMC Terrain
Built Between April 30, 2013 and August 1, 2013

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a squeak or squeal type noise coming from the front brakes.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

If you encounter a vehicle with the above concern, perform the following steps.

1. Confirm that the noise is present.
2. Inspect the pad and rotor condition. Confirm that there is no physical damage such as deep rotor grooves or pad damage.
3. If the noise is present and there is no physical damage to the pads or rotor, please contact one of the engineers listed below for further instructions. The engineer may request parts back.

Contact Information

Engineer Name	Phone Number
Marq Apel	586-907-0650
Kulwant Singh	586-675-2695

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2480058*	Engineering Information – Front Brake Noise	0.8 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		