



Service Bulletin

PRELIMINARY INFORMATION

Subject: Rear Brake Noise On First Apply

Models: 2013 - 2015 Buick Encore

This PI was superseded to update Models and Recommendation/Instructions. Please discard PIC5927C.

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

Condition/Concern

Customers may comment on a rear brake noise that occurs first brake apply when backing up but can also occur in drive.

Recommendation/Instructions

The correction is to install damper P/N 13343688 and bolt P/N 13368153 in place of the rear upper caliper mounting bolts. Refer to SI for bolt removal instructions and torque spec listed in the Brakes section under Rear Disc Brake Pads Replacement.

Important: If the vehicle is already equipped with the dampers, do NOT replace them again.

Important: If the noise is still present AFTER the dampers are installed, do NOT replace any additional parts. Engineering is working on this concern and this PI will be updated once a repair is available.

Customer Information:

For vehicles that still exhibit the condition AFTER the dampers are installed, please communicate to the customer that we apologize for this inconvenience and that General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available.

Parts Information

Part Number	Description	Qty
13368153	STUD-RR BRK CLPR VIB DPNR	2
13343688	DAMPENER ASM-RR BRK CLPR VIB	2

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2480028 *	Replace Both Upper Caliper Bolts With Caliper Studs and Dampeners	0.4 hr

* This is a unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.

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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