



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Uneven Front Brake Pad Wear

**Models:** 2015 Cadillac Escalade Models  
2014-2015 Chevrolet Silverado 1500  
2015 Chevrolet Suburban, Tahoe  
2014-2015 GMC Sierra 1500  
2015 GMC Yukon Models

**NOTICE:** This PI is NOT intended to cover situations of common or average disc brake wear.

*This PI was superseded to update Condition/Concern and Recommendation/Instructions. Please discard PIT5377A.*

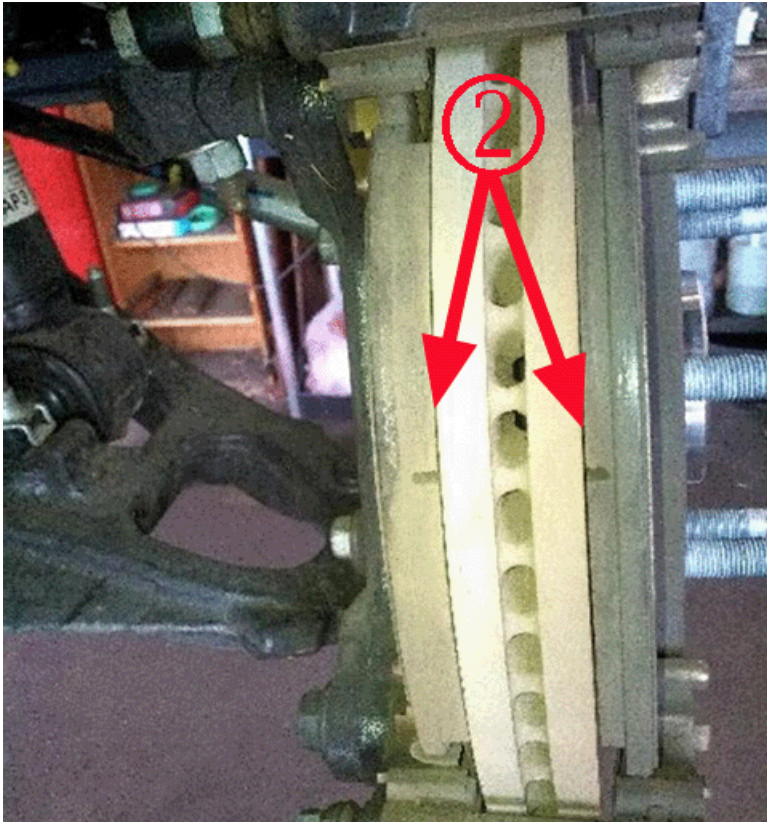
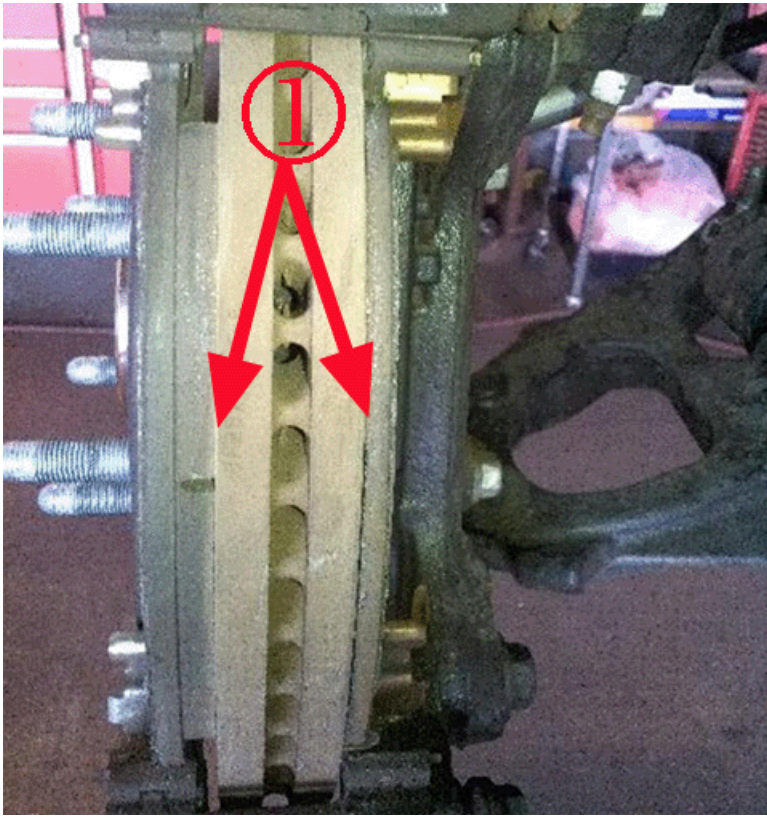
The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

During a brake inspection, some complaints of uneven front brake pad wear have been reported. The vehicle may have low mileage, typically around 10K miles. The inner pad on either the front left or right side may be worn out. It is considered uneven pad wear if one of the following is true:

- Inboard to outboard brake pad wear difference of 3mm or greater for 'normal' highway driving (no heavy loads, without trailer towing, without frequent elevation changes)
- Inboard to outboard brake pad wear difference of 6mm or greater for the following driving conditions: heavy city driving, frequent elevation changes, frequent trailer towing, heavy loads.
- Left to right inboard to inboard or left to right outboard to outboard brake pad wear difference of 3mm or greater for either driving condition.

Shown below is an example from one vehicle with uneven wear. Photo 1 is of the left front brake pads where the inner pad is worn completely out, while the outer pad still has plenty of pad life. Photo 2 is from the same vehicle, but of the right front inner and outer brake pads, which both have plenty of pad material left.



### Recommendation/Instructions

Inspect and measure the brake pads thickness. Determine the type of driving the owner does and compare the measurements to the information listed above (3mm or 6mm).

If the pads are within specification, disregard this bulletin and perform a normal brake repair.

If the pads are out of specification, perform the following two steps:

1. Perform normal SI diagnostics to determine the cause of the concern (caliper piston binding, binding pads or pins in bracket, brake hose restriction,

etc). Repair as necessary and no further action is required.

2. After completing normal diagnostics, if a root cause for the uneven pad wear is not found, perform a normal brake repair (replace pads, turn or replace rotors, etc). After repairs and pad burnishing have been completed, test drive the vehicle for 20-30 miles. The test drive needs to be performed on an open road at cruising speeds (55 mph+) where very little braking is actually performed. Immediately after returning from the test drive, lift the truck up on a hoist and spin both front wheels by hand, checking for a wheel that is hard to spin. If a wheel is hard to spin, it may be an indication of a brake drag. While the condition is present, perform normal SI diagnostics to determine the cause of the drag (caliper piston binding, binding pads or pins in the bracket, brake hose restriction, etc). Repair as necessary and re-evaluate the concern. If the concern is corrected, no further action is required.

If, after performing the steps listed above, there was nothing found causing the uneven wear, and no brake drag was felt after a test drive, engineering is aware of this complaint and looking into it

**Note:** The disc brake pads should only be replaced if the friction surface is worn to within 2.0 mm (0.079 in) of the mounting plates, per the Brake Pad Inspection procedure in SI.

#### **Customer Information:**

If an uneven wear condition is present after performing a normal brake repair, however, no brake drag was felt after a test drive, please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

#### **Warranty Information**

The correction for this concern may be one of several repairs described above. For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the original cause in addition to well documented straight time, if necessary

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.

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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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