



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Intermittent Brake Squeal Noise

Models: 2014 - 2016 Cadillac CTS V-Sport
2016 Cadillac ATS-V, CTS-V

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

Condition/Concern

Some customers may comment that when they apply the brakes, the vehicle exhibits a squeak or squeal noise. This noise may be heard coming from the front or rear brakes and is typically heard during slow stops.

Recommendation/Instructions

Some noise is normal with all braking systems and differences in loading, type of driving, or driving style can make a difference in brake wear on the same make and model vehicle. Depending on weather conditions, driving patterns, and the local environment, brake noise may become more or less apparent. First, verify that all metal-to-metal contact areas between pads, pad guides, calipers, and knuckles are clean. Brake noise is caused by a "slip-stick" vibration of brake components.

Important: With this vehicle's high performance braking system, it may exhibit more noise at slower speeds than a conventional braking system. This is considered a normal characteristic of the vehicle, and typically, no repairs are needed for these types of noises. If the noise concern can still be duplicated after the initial inspection, and the cause can not be attributed to any of the reasons listed above, dealership technicians are to burnish the brakes on the vehicle and evaluate the concern. Follow the brake burnishing procedure(s) listed in the owner's manual, beginning on page 219 for ATS-V, and 193 for CTS-V.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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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