



Service Bulletin

PRELIMINARY INFORMATION

Subject: Rear Brake Noise On First Apply

Models: 2013 - 2016 Buick Encore

This PI was superseded to remove Part and Warranty information. Please discard PIC5927D.

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

This is a known issue heard during the first few brake applies. The noise is a lower frequency moan noise and is worse in damp weather conditions, including rain or snow, or in high humidity locations.

General Motors is currently working closely with a supplier to release parts to correct this concern.

Customer Information

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.

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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