



# Service Bulletin

File in Section: -

Bulletin No.: 16-NA-323

Date: February, 2018

## TECHNICAL

**Subject:** Rear Brake Noise on First Apply

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore	2013	2017	SOP	July 24, 2017	All	All

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO)</b>	Equipped with Front Wheel Drive Only
<b>Condition</b>	Some customers may comment on a rear brake moan noise that occurs on the first few brake applies when backing up, but can also occur in Drive. The noise is a lower frequency moan noise and is worse in damp weather conditions, including rain or snow, or in high humidity locations.

### Correction

If you encounter a vehicle with the above concern, replace the rear disc brake pads and refinish both the rotors. Refer to *Rear Disc Brake Pads Replacement* in SI.

**Important:** During the replacement of the pads, be sure to add copper paste (Part Number: U.S. Dealers 19303310, Canada Dealers 19303311) to the pad retainer clips between the retainers and pads and the surface between caliper mount brackets and retainers.

**Important:** During the replacement of the pads, you must refinish the rear brake rotors. For information on refinishing the rotors, refer to *Brake Rotor Refinishing* in SI.

**Important:** The noise should be greatly reduced but the customer may still experience some noise in some situations. This is normal.

### Parts Information

Description	Part Number	Qty
PAD KIT-RR DISC BRK	42518441	1

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2420170	Rear Disc Brake Pads Replacement	Use Published Labor Operation Time

<b>Version</b>	5
<b>Modified</b>	December 12, 2016 – Added an Important statement under Correction. March 6, 2017 – Added Important statement and Note under Correction. April 28, 2017 – Added information on adding copper paste to the pad retainer clips between the retainers and pads and the surface between caliper mount brackets and retainers. February 16, 2018 – Updated the VIN breakpoint.

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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