



# Service Bulletin

Bulletin No.: 20-NA-002

Date: May, 2020

## TECHNICAL

**Subject:** Front Brake Squeal Noise

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2020	2020	SOP	February 19, 2020	All	All

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment on brake squeal noise at low mileage and can be particularly noisy at low speeds.
<b>Cause</b>	This condition may be caused by the brake pads equipped on the vehicle being susceptible to producing brake squeal.
<b>Correction</b>	If the brake squeal noise is confirmed to be coming from the front brake pads, replace the front brake pads with a new design brake pad that aims to prevent brake squeal.

### Service Procedure

**Important:** The front brake pads should **ONLY** be replaced with P/N 84793349 when brake squeal is heard. If vehicle brake pads are replaced with P/N 84685662, it will not permanently correct this issue. Refer to *Front Disc Brake Pads Replacement* in SI.

### Parts Information

Causal Part	Description	Part Number	Qty
X	PADS, FRONT BRAKE	84793349	1

### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2486038*	Front Disc Brake Pads Replacement for Squealing Noise	0.7 hr
*This is a unique Labor Operation for bulletin use only.		

<b>Version</b>	2
<b>Modified</b>	Released January 06, 2020 April 28, 2020 – Added a breakpoint date.

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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