



Service Bulletin

Bulletin No.: 20-NA-020

Date: May, 2020

TECHNICAL

Subject: Brake Squealing Noise

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500HD/ 3500HD	2020	2020	SOP	September 01, 2019	-	-
GMC	Sierra 2500HD/ 3500HD						

Involved Region or Country	North America and Middle East
Condition	Some customers may comment that the brakes are squealing.
Cause	This condition may be caused by a low scorch friction material was used on the original brake pads.
Correction	Replace the front and rear brake pads.

Service Procedure

Refer to *Front and Rear Disc Brake Pads Replacement* in SI.

Parts Information

Causal Part	Description	Part Number	Qty
X	PAD KIT, FRT DISC BRK	Refer To EPC	1
	PAD KIT, RR DISC BRK		1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2420150	Front Disc Brake Pads Replacement	Use the Published Labor Operations Time
2420170	Rear Disc Brake Pads Replacement	

Version	2
Modified	Released January 28, 2020 Revised May 20, 2020 - Removed bulletin only labor op and added LTG labor op.

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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