



Service Bulletin

Bulletin No.: 20-NA-101

Date: June, 2020

TECHNICAL

Subject: Premature and/or Uneven Brake Pad Wear Heavy Duty ONLY

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado HD	2015	2018	-	-		-
	Silverado 2500/3500	2019	2019				
GMC	Sierra HD	2015	2018				
	Sierra 2500/3500	2019	2019				

Involved Region or Country	United States, Canada, Mexico, Middle East, Iraq, Israel, Palestine
Condition	Some customers may comment on premature and/or uneven brake pad wear.
Cause	This condition may be caused by friction material having different wear characteristics.
Correction	Replace the affected pads with one of the new P/N's listed below.

Service Procedure

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

Parts Information

Refer to the electronic parts catalog (EPC) for obtaining the correct P/N.

Causal Part	Description	Part Number	Qty
X	PAD KIT, FRT DISC BRK (J96/J95)	22770745	1
	PAD KIT, RR DISC BRK (J95)	20829195	
	PAD KIT, RR DISC BRK (J96)	20828610	

Warranty Information

This condition, if applicable, will surface around 3000-17,000 miles (4,828 — 27,359 km) with extremely biased wear on only one of the 2 pads. Uneven or any lining wear greater than 17,000 miles (27,359 km) would not be this condition and should be considered general wear. For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the original cause in addition to well documented straight time, if necessary.

Version	2
Modified	Released May 20, 2020 Revised May 29, 2020 — Updated Warranty Information.

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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