



Service Bulletin

Bulletin No.: 19-NA-115

Date: July, 2020

TECHNICAL

Subject: Rear Brake Squeal Noise

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2020	SOP	August 5, 2019	All	All
Cadillac	XT5	2017	2019				
	XT6	2020	2020				
Chevrolet	Blazer	2019	2019				
	Traverse	2018	2020				
GMC	Acadia (VIN N)	2017	2017				
	Acadia	2018	2019				
Holden	Acadia	2019	2019				

Involved Region or Country	North America, N.A. Export Regions, Middle East, Australia, Europe, Russia, Israel, South Korea, Africa, Columbia, Chile and Peru.
Condition	Some customers may comment on hearing a squeal noise coming from the rear brakes.
Cause	The cause of the condition may be the current material used on the rear disc brake pad shim.
Correction	<p>Note: The rear disc brake pads have been re-designed with new shim material, to eliminate the squeal.</p> <p>Replace the rear disc brake pads with new design pads listed in the Part Table below. Refer to <i>Rear Disc Brake Pads Replacement</i>, in SI.</p>

Parts Information

Causal Part	Description	Part Number	Qty
X	PAD KIT-RR DISC BRK	84757793	1

Warranty Information

Repairs made for the specific concern within this bulletin may be covered under the New Vehicle Limited Warranty Bumper-to-Bumper terms (Canada Base Warranty).

Refer to the vehicle's Limited Warranty and Owner Assistance Information booklet for coverage details.

Note: For rotor refinish/replace, refer to SI Doc ID's # 2353544, Brake Rotor Thickness Measurement and # 4282333, Disc Brake Component Specifications.

Measurements are required on the repair order and in the warranty claim submission for either operation.

Labor Operation	Description	Labor Time
2481978*	Rear Disc Brake Pads Replacement	1.1 hr
Add	To Refinish Rotor - Both	0.6 hr
Add	To Refinish Rotor - One	0.5 hr
Add	To Replace Rotor - Both	0.4 hr
Add	To Replace Rotor - One	0.2 hr

*This is a unique Labor Operation for Bulletin use only.

Version	3
Modified	Released August 14, 2019. January 17, 2020 — Added the 2020 Model Year and the Cadillac XT6. Revised July 23, 2020 – Added Note to Warranty Information.

