



Service Bulletin

Bulletin No.: 20-NA-020

Date: July, 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	United States, Canada, Mexico, Middle East, Israel
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. New pads have a "high scorch" friction material. Current parts in inventory are the new design. If the pads have already been replaced and the noise persists, check the orientation of the pads. There is an inboard and outboard designation on the pads. If they are in the wrong location, a brake noise can result.

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

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.

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

Version	3
Modified	Released January 28, 2020 Revised May 20, 2020 - Removed bulletin only labor op and added LTG labor op. Revised July 09, 2020 – Updated Involved Regions, Correction Section, and added Warranty Statement to Warranty Information Section

