



# Service Bulletin


Bulletin No.: 20-NA-020

Date: August, 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						

<b>Involved Region or Country</b>	United States, Canada, Mexico, Middle East, Israel
<b>Condition</b>	Some customers may comment that the brakes are squealing.
<b>Cause</b>	This condition may be caused by a low scorch friction material was used on the original brake pads.
<b>Correction</b>	<p>Replace the front and rear brake pads.</p>  <p style="text-align: right;">5638981</p> <p><b>Note:</b> Each brake pad is labeled with an Inner or Outer to indicate where to be installed. New pads have a "high scorch" friction material. Current parts in inventory are the new design.</p> <p>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.</p>

**Service Procedure**



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**Important:** Only the left side of the truck has the wear sensors (1) and is mounted on the inner pad.  
 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	

<b>Version</b>	4
<b>Modified</b>	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 Revised August 06, 2020 – Add Brake pad graphic and note to Correction section and brake pad sensor and Important statement to Service procedure section.

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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