

**Subject:** Engineering Information – 2020 Buick Encore GX and 2021 Chevrolet Trailblazer Front Brake Noise

**Attention:** Please note that this Engineering Information (EI Lite) takes on a slightly different type of format from the standard EI process. The main difference is - instead of requiring the dealer technician to call in to an Engineer to discuss the customer issue, this EI Lite is asking only to submit the description of the issue and pictures using the Field Product Reporting (FPR) App (reference Service Bulletin 02-00-89-002). Proceed with this EI Lite ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard this PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore GX	2020	2020	Built after February 2020		—	—
Chevrolet	Trailblazer (VIN M)	2021	2021				

<b>Involved Region or Country</b>	U.S. Dealers ONLY
<b>Condition</b>	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on an issue that concerns front brake noise and you are unable to duplicate. Please submit a Field Product Report for the CCND claim.
<b>Cause</b>	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

**Correction**

If you encounter a vehicle with the above concern, follow the steps below and submit a Field Product Report with the requested information and fill out the required fields (including adding EI number **PIE0605** in the Condition Field) and Submit.

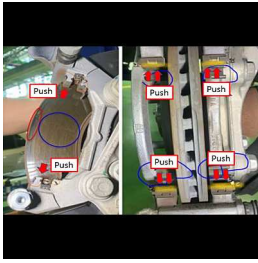
**Note:** Instructions to load the FPR App to your phone and other detailed instructions can be found in the latest version of Service Bulletin 02-00-89-002 (U.S. Dealers).

**Inspection for Front Brake Noise**

1. Inspect for uneven rotor surface, rust and/or contaminated springs.



- 1.1. Take clear close up pictures as shown in the picture above.



2. Push the spring pad to the caliper and inspect for movement of the brake pad spring as shown in the picture above.
  - 2.1. Listen for a click type sound and indicate if a click sound was heard.
3. Submit a product report and include all the requested pictures.

## Warranty Information

If a Field Product Report is submitted, use:

Labor Operation	Description	Labor Time
2486138*	Engineering Information - Buick Encore GX and Chevrolet Trailblazer Front Brake Noise	0.5 hr
*This is a unique labor operation for bulletin use only.		

Version	1
Modified	Released December 09, 2020