

Subject: Engineering Information – Squeak and/or Squeal Type Noise Heard During Brake Apply

Attention: Proceed with this EI 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 the 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.

Attention: DO NOT proceed with this EI if the vehicle is beyond the warranty coverage for brake pad linings (7,500 miles or 12,000 km).

This EI has been revised to add an Attention statement regarding information on warranty coverage for brake pad linings. Please discard PIE0635.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT5	2021	2021	—	—	—	—

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with BRAKE SYSTEM-PWR, FRT & RR DISC, ANTILOCK, FRT & RR WHL (RPO JL9)
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a squeak and/or squeal type noise heard during brake apply.
Cause	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, perform the following steps and contact the engineers listed below with your findings.

1. Determine if noise is coming from front or rear corners.
2. Investigate the brake corners for abnormalities such as:
 - Front and rear splash shields have the appropriate clearance to the brake rotors.
 - No objects such as rock and/or debris are stuck between the shields and the brake rotors.
 - Caliper pad spring is positioned correctly and does not contact the brake rotor.
3. Use video/audio to record the noise and document the conditions in which it occurred, examples:
 - Light/heavy brake apply
 - Cold/warm brakes
 - Dry/humid environmental conditions
 - First brake apply of the day vs. recurrent noise

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2486188*	Engineering Information - Squeak and or Squeal Type Noise Heard During Brake Apply	0.4 hr
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	Released May 05, 2021 May 19, 2021 – Added an Attention statement regarding information on warranty coverage for brake pad linings.