



# Service Bulletin


Bulletin No.: 20-NA-020

Date: August, 2022

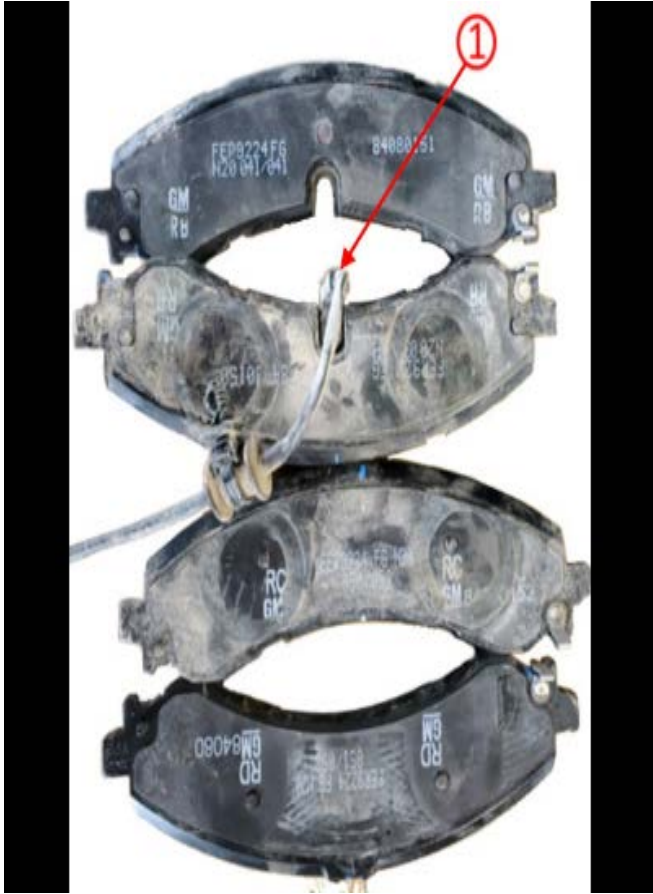
## TECHNICAL

**Subject: Brake Squealing Noise**

Brand:	Model:	Model Year:		Vehicle Build Date:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500HD/3500HD	2020	2022				
GMC	Sierra 2500HD/3500HD						

<p><b>Involved Region or Country</b></p>	<p>United States, Canada, Mexico, Middle East, Israel, Australia and New Zealand.</p>
<p><b>Condition</b></p>	<p>Some customers may comment that the brakes are squealing.</p>
<p><b>Cause</b></p>	<p>This condition may be caused by a lining shim material not effectively reducing noise.</p>
<p><b>Correction</b></p>	<p><b>Note:</b> To increase the effectiveness of this repair, a brake burnish should be performed during the test drive to properly prepare the pads to the rotors. Refer to <b>Brake Pad and Rotor Burnishing</b> in SI for the procedure.</p> <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 an improved lining material that is less susceptible to noise concerns. If the pads have already been replaced with the new part number 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**



5638987

**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	86788820	1
	PAD KIT, RR DISC BRK (SRW)	85149489	1
	PAD KIT, RR DISC BRK (DRW)	86792660	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
2486208	Front and rear Disc Brake Pads Replacement	1.7 hr

Version	9
<b>Modified</b>	<p>Released January 28, 2020</p> <p>Revised May 20, 2020 - Removed bulletin only labor op and added LTG labor op.</p> <p>Revised July 09, 2020 – Updated Involved Regions, Correction Section, and added Warranty Statement to Warranty Information Section</p> <p>Revised August 06, 2020 – Add Brake pad graphic and note to Correction section and brake pad sensor and Important statement to Service procedure section.</p> <p>Revised January 29, 2021 - Added 2021 to Model Year.</p> <p>Revised June 22, 2021 - Updated information in the Correction section and Added Brake Part Numbers to the Parts Information section.</p> <p>Revised July 26, 2021 - Added Vehicle Build Date Breakpoint, Update Correction section and Added Unique Labor Op.</p> <p>Revised August 31, 2021 - Added Note to Burnish Brakes to Correction section.</p> <p>Revised August 10, 2022 - Added 2022 to Model Year, Removed Breakpoint Date and Updated Part Numbers.</p>

