



# Service Bulletin

Bulletin No.: 20-NA-002

Date: February, 2023

## TECHNICAL

**Subject: Front Brake Squeal Noise**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2020	2020	SOP	February 19, 2020	All	All

<b>Involved Region or Country</b>	North America, Israel, Middle East, Europe, Russia
<b>Condition</b>	Some customers may comment on brake squeal noise at low mileage and can be particularly noisy at low speeds.
<b>Cause</b>	This condition may be caused by the brake pads equipped on the vehicle being susceptible to producing brake squeal.
<b>Correction</b>	If the brake squeal noise is confirmed to be coming from the front brake pads, replace the front brake pads with a new design brake pad that aims to prevent brake squeal.

### Service Procedure

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

**Important:** The front brake pads should **ONLY** be replaced with P/N 42790921 when brake squeal is heard. If vehicle brake pads are replaced with P/N 84685662, it will not permanently correct this issue. Refer to *Front Disc Brake Pads Replacement* in SI.

### Parts Information

Causal Part	Description	Part Number	Qty
X	PADS, FRONT BRAKE	42790921	1

### Warranty Information

Repairs made for the specific concern within this bulletin may be covered under the vehicle's New Vehicle Limited Warranty "Bumper-to-Bumper" terms (Canada Base Warranty). Refer to the Limited Warranty and Owner Assistance Information Booklet for "Bumper-to-Bumper" (Canada Base Warranty) coverage information.

Labor Operation	Description	Labor Time
2486038*	Front Disc Brake Pads Replacement for Squealing Noise	0.7 hr
*This is a unique Labor Operation for bulletin use only.		

<b>Version</b>	5
<b>Modified</b>	Released January 06, 2020 Revised April 28, 2020 – Added a breakpoint date. Revised January 27, 2021 – Added Israel to the Involved Region or Country section and updated the warranty coverage statement. Revised March 11, 2021 – Updated the Involved Region or Country section. Revised February 10, 2023 — Updated Part Information.

