

Subject: Engineering Information - Grunt, Grinding and/or Metal on Metal Type Noise Heard During Braking

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 Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2023	2024	Vehicles Built AFTER April 01, 2023		—	—
	XT6						

Involved Region or Country	U.S. Dealers ONLY
Additional Options (RPOs)	Equipped with BRAKE SYSTEM - PWR, FRT & RR DISC, ANTILOCK, FRT & RR WHL, HEAVY DUTY (RPO J56)
Condition	Some customers may comment on a grunt, grinding, and/or metal on metal type noise heard during braking.
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

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.

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below:

1. Replace both front calipers, pads, and rotors. Refer to *Front Brake Rotor Replacement (J56)* in SI.
Important: Keep the pads installed in the calipers when removing the calipers. If the pads get separated, note which caliper (LH or RH) the pads came out of, and note which side the rotors come off (LH or RH).
2. Engineering is looking to get complete sets of the suspect parts back for investigation. Contact the engineer for the shipping information.

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
2486328*	Engineering Information - Grunt, Grinding, Metal on Metal Type Noise Heard Under Braking	1.8 Hrs.

*This is a unique Labor Operation for bulletin use only.

Version	1
Modified	Release September 14, 2023