



# Service Bulletin

Bulletin No.: 24-NA-071

Date: April, 2024

## INFORMATION

**Subject:** Creak/Crunch Noise when Coming to a Complete Stop Quickly

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado EV	2024	2024	-	-	All	All

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment that when they apply the brakes, the vehicle exhibits an audible creak/crunch noise when coming to a complete stop primarily when stopping quickly or moving forward slowly from a complete stop. This noise may be heard from either the front or rear brakes.
<b>Cause</b>	Some brake noise is normal with differences in loading, type of driving, or driving style. Depending on weather conditions, driving patterns and the local environment, this creak/crunch noise may become more or less apparent.
<b>Correction</b>	This condition is a normal operating characteristics of the vehicle. They will not impact the designed performance or reliability of the braking system.

### 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:** This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training. Please communicate to the customer that the braking system is functioning as designed and this is a normal condition of their vehicle. Please share this information with the customer, including a copy of this message.

### Parts Information

No parts are required for this repair.

<b>Version</b>	1
<b>Modified</b>	Released April 10, 2024

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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