



# Service Bulletin

Bulletin No.: 24-NA-045

Date: December, 2024

## INFORMATION

**Subject: Information on Pop/Creak Type Noise While Sitting Stationary and Turning Steering Wheel with Brakes Applied**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	Zevo 400	2024	2025	-	-	All	All
	Zevo 600	2023					
Cadillac	Escalade IQ	2025					
Chevrolet	Silverado EV	2024					
GMC	HUMMER EV Pickup	2022					
	HUMMER EV SUV	2024					
	Sierra EV	2024					

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment on a popping or creaking type noise may be heard inside the cabin if *the vehicle is stationary and* the customer has the brakes applied while turning the steering left or right. This type of maneuver should be avoided. The noise can be heard from the front or rear suspension areas.
<b>Cause</b>	The noise is created due to a momentary slip-stick condition between the brake pads and rotors that is normal noise heard during steering wheel rotation with the vehicle stationary and the brakes applied.

**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.**

### Service Procedure

**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.

Do not replace components for this noise as it is a normal characteristic.

Please educate the customer to avoid turning the steering wheel WHILE sitting stationary AND with the brakes applied.

**Parts Information**

No parts are required for this repair.

<b>Version</b>	3
<b>Modified</b>	Released March 07, 2024 Revised July 17, 2024 – Added 2025 Model Year, Zevo Models, and HUMMER EV Models. Revised December 18, 2024 – Added Cadillac Escalade IQ.

