



Service Bulletin

Bulletin No.: 25-NA-029
Date: February, 2025

TECHNICAL

Subject: Brake Pad Life Percentage Higher Than It Should be and Over Predicting Wear

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission :
		from	to	from	to		
Buick	Enclave	2025	2025	SOP	December 11, 2024		
Chevrolet	Traverse	2024	2025	SOP	September 8, 2024	LK0	
GMC	Acadia	2024	2025	SOP	September 8, 2024		

Involved Region or Country	North America, Middle East
Condition	Some customers/technicians may comment on their brake life percentage going down faster than expected. This affects the front and rear brakes.
Cause	The cause of the condition may be the Electronic Brake Control Module (EBCM) over predicting percentage of wear.
Correction	The pad life wear is an estimation that was updated with new EBCM software to be more accurate. Important: Updating the EBCM without replacing the pads and resetting the pad life will not change the estimation. Do not update the EBCM for this concern unless replacing the pads and resetting the pad life. This new software will only take affect after updating the EBCM and resetting the pad life. Note: Pad life should only be reset after pads are replaced. Assure the customer that the system will correctly notify them when it is time to replace the pads. They will receive the “replace pads soon” on the DIC. The percentage will turn into mileage remaining and the customer must replace pads before the mileage reaches zero. Follow PIT6333 if issues resetting the brake pad life come up.

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.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
*2880047	Brake Pad Life Percentage Check	0.2 hr

*This is a unique Labor Operation for Bulletin use only.
Important: **To avoid warranty transaction rejections, carefully read and follow the instructions below:

Version	1
Modified	Released February 11, 2025