



Service Bulletin

Bulletin No.: 20-NA-002

Date: March, 2021

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

Involved Region or Country	North America, Israel, Middle East, Europe, Russia
Condition	Some customers may comment on brake squeal noise at low mileage and can be particularly noisy at low speeds.
Cause	This condition may be caused by the brake pads equipped on the vehicle being susceptible to producing brake squeal.
Correction	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: The front brake pads should **ONLY** be replaced with P/N 84793349 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	84793349	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.		

Version	4
Modified	Released January 06, 2020 April 28, 2020 – Added a breakpoint date. January 27, 2021 – Added Israel to the Involved Region or Country section and updated the warranty coverage statement. March 11, 2021 – Updated the Involved Region or Country section.

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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