



Service Bulletin


Bulletin No.: 20-NA-020

Date: September, 2021

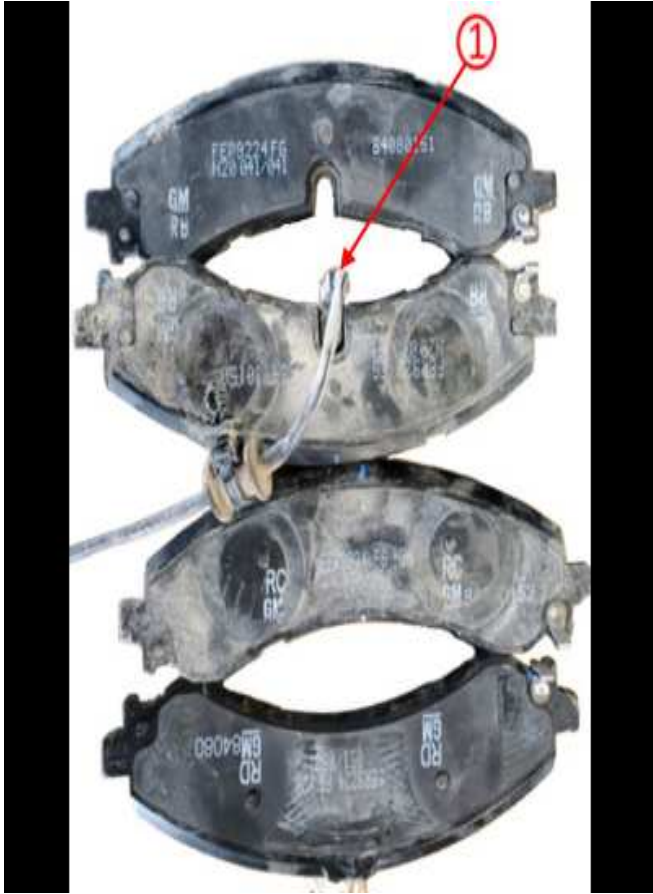
TECHNICAL

Subject: Brake Squealing Noise

Brand:	Model:	Model Year:		Vehicle Build Date:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500HD/3500HD	2020	2021	SOP	March 1, 2021		
GMC	Sierra 2500HD/3500HD						

Involved Region or Country	United States, Canada, Mexico, Middle East, Israel, Australia and New Zealand.
Condition	Some customers may comment that the brakes are squealing.
Cause	This condition may be caused by a lining shim material not effectively reducing noise.
Correction	<p>Note: To increase the effectiveness of this repair, a brake burnish should be performed during the test drive to properly prepare the pads to the rotors. Refer to Brake Pad and Rotor Burnishing in SI for the procedure.</p> <p>Replace the front and rear brake pads.</p>  <p style="text-align: right;">5638981</p> <p>Note: Each brake pad is labeled with an Inner or Outer to indicate where to be installed. New pads have a new lining shim on the backing plate that will reduce the noise. This new material was breakpointed at the Assembly Plant on 3/1/2021. If the pads have already been replaced after that date and the noise persists, check the orientation of the pads. There is an inboard and outboard designation on the pads. If they are in the wrong location, a brake noise can result.</p>

Service Procedure



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Important: Only the left side of the truck has the wear sensors (1) and is mounted on the inner pad.
Refer to *Front and Rear Disc Brake Pads Replacement* in SI.

Parts Information

Causal Part	Description	Part Number	Qty
X	PAD KIT, FRT DISC BRK	85108017	1
	PAD KIT, RR DISC BRK	85123841	1

Warranty Information

Repairs made for the specific concern within this bulletin may be covered under the New Vehicle Limited Warranty Bumper-to-Bumper terms (Canada Base Warranty). Refer to the vehicle's Limited Warranty and Owner Assistance Information booklet for coverage details.

Labor Operation	Description	Labor Time
2486208	Front and rear Disc Brake Pads Replacement	1.7 hr

Version	8
Modified	Released January 28, 2020 Revised May 20, 2020 - Removed bulletin only labor op and added LTG labor op. Revised July 09, 2020 – Updated Involved Regions, Correction Section, and added Warranty Statement to Warranty Information Section Revised August 06, 2020 – Add Brake pad graphic and note to Correction section and brake pad sensor and Important statement to Service procedure section. Revised January 29, 2021 - Added 2021 to Model Year. Revised June 22, 2021 - Updated information in the Correction section and Added Brake Part Numbers to the Parts Information section. Revised July 26, 2021 - Added Vehicle Build Date Breakpoint, Update Correction section and Added Unique Labor Op. Revised August 31, 2021 - Added Note to Burnish Brakes to Correction section.

