



# Service Bulletin

Bulletin No.: 17-NA-239

Date: October, 2023

## INFORMATION

**Subject:** Information on Normal Characteristic - Vehicle Unable to Move After Being Parked for an Extended Period of Time

**This bulletin replaces PIC6083A. Please discard PIC6083A.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ATS	2013	2019				
	CT4	2020	2022				
	CT5	2020	2022				
	CTS (VIN A)	2014	2019				
Chevrolet	Camaro SS	2010	2024	—	—	—	—
	Camaro ZL1	2012	2015				
		2017	2024				
	Caprice PPV	2014	2017				
	Corvette	2014	2024				
SS	2014	2017					

<b>Involved Region or Country</b>	North America, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Europe, Russia, Middle East, Israel, Palestine, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Taiwan, Thailand, Singapore, Philippines, Africa
<b>Additional Options (RPOs)</b>	Cadillac CT4 and CT5 equipped with RPO J55, J56, JE2, J6G, and J6H <b>Note:</b> This condition does not affect models equipped with Carbon Ceramic Rotors (RPO J57).
<b>Condition</b>	Some customers may comment that when they go out and try to move their vehicle after it has been parked for a period of time, they may have heard a "crunch" type noise right before the vehicle starts to move. ⇒ Depending on how long the vehicle has been parked, the weather conditions in which the vehicle was parked in, and how recently the vehicle has been washed, the customer's concerns may range from simply a noise when the vehicle first moves, all the way up to the extreme instance where a vehicle cannot be moved out of the parking space.

<b>Information</b>	<p><b>Important: Do Not</b> replace any components for this concern under warranty. This is the dealer's storage responsibility to move the vehicles when weather permits. This will help with the brake pads rusting to the rotors. Please review latest version of Service Bulletin 21-NA-043 for additional new vehicle storage recommendations.</p> <p>This condition may be caused by the brake pads frozen to the vehicle's rotors.</p> <ul style="list-style-type: none"> <li>• High performance brake components have a tendency to lightly bind, often noted as resistance, then lightly clunk when attempting to move the vehicle forward or rearward after a cold soak. This is usually noticed after parking, when the brakes have been wet, as in driving in the rain or just after a car wash. This is expected for high performance brakes with high friction pads and does not affect the operation or performance of the brakes.</li> <li>• If a residual roughness is felt when braking, it can easily be cleaned by applying the brakes several times until the roughness is gone. If washing the vehicle prior to long term storage, it is recommended that the vehicle be driven, and brakes applied several times before putting the vehicle in storage.</li> </ul> <p><b>Note:</b> Parking the vehicle on a slippery surface like ice should be avoided when binding conditions are possible to eliminate the risk of the vehicle being difficult to move at a later time.</p>
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**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.**

**Parts Information**

No parts are required for this repair.

**Customer Information**

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this bulletin.

<b>Version</b>	9
<b>Modified</b>	<p>Revised January 16, 2018 – Updated the Camaro Model and Model Year information and added the 2019 Model Year to Corvette.</p> <p>Revised April 18, 2018 – Updated the Important statement in the Information section.</p> <p>Revised July 13, 2018 – Added the 2019 Model Year to applicable vehicles.</p> <p>Revised October 02, 2020 – Added 2020 Chevrolet Corvette, 2020-2021 Chevrolet Camaro ZL1 and SS, removed Camaro Z28, updated Involved Region or Country section and added Additional Options (RPOs) section to exclude RPO J57.</p> <p>Revised February 10, 2022 – Added the Cadillac CT4 and CT5 models, 2022 Model Year to Camaro models, 2021–2022 Model Years to Corvette and information to Additional Options (RPOs) section.</p> <p>Revised February 06, 2023 – Added the 2023 Model Year to Camaro and Corvette and an Important statement above the Parts Information.</p> <p>Revised October 03, 2023 – Added the 2024 Model Year to Camaro and Corvette.</p> <p>Revised October 12, 2023 – Updated Bulletin reference 09-00-89-002 to 21-NA-043 in Information section.</p>

