

# Safety Recall

## N252494001 L87 Engine Loss of Propulsion



**Release Date:** April 2025

**Revision:** 01

**Revision Description:** This bulletin is being revised to update the parts language. Please discard all previous copies of bulletin N252494001.

**Attention:** This bulletin contains an inspection procedure. Vehicles that pass the inspection procedure contained in this bulletin can be sold and delivered to the customer. **Vehicles that DO NOT PASS the inspection procedure contained in this bulletin cannot be sold or delivered to the customer.**

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

**All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.**

**IMPORTANT Note:** Please be assured oil orders are being processed and fulfilled however, the supply is being controlled to ensure proper availability and distribution. Please ensure that you order oil only as needed for the vehicles currently on hand. Since this phase of the field action involves a limited number of vehicles, oil should be ordered in individual quarts/liters. Quart/liter quantities are available for the vehicles in the population, and parts will start shipping as orders are received. Be cautious, as ordering incorrect quantities may lead to canceled orders.

Make	Model	Model Year	
		From	To
Cadillac	Escalade	2021	2024
Cadillac	Escalade ESV	2021	2024
Chevrolet	Silverado 1500	2021	2024
Chevrolet	Suburban	2021	2024
Chevrolet	Tahoe	2021	2024
GMC	Sierra 1500	2021	2024
GMC	Yukon	2021	2024
GMC	Yukon XL	2021	2024

**This recall should be performed on vehicles in dealer inventory only.** Investigate Vehicle History (IVH) in the GM Global Warranty Management system should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2021 – 2024 model year Cadillac Escalade and Escalade ESV, Chevrolet Silverado 1500, Suburban, and Tahoe, and GMC Sierra 1500, Yukon, and Yukon XL vehicles equipped with the 6.2L V8 gas engine (RPO L87). The connecting rod and/or crankshaft engine components in these vehicles may have manufacturing defects that can lead to engine damage and engine failure. If the engine fails during vehicle operation, the vehicle will lose propulsion, increasing the risk of a crash.
<b>Correction</b>	Dealers will inspect and vehicles that pass inspection will be provided a higher viscosity oil, which will also require a new oil fill cap, an oil filter replacement, and an owner's manual insert.

**This recall should be performed on vehicles in dealer inventory only.** Investigate Vehicle History (IVH) in the GM Global Warranty Management system should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

### Parts

Quantity	Part Name	Part No.
8	Engine Oil (dexosR 0W-40)	19432866 (US) 19433272 (Canada)
1	Oil Filter	12735811
1	Oil Fill Cap	12713787

**Reminder:** Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect. There are a

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small number of vehicles anticipated that will need this fix. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

**Note:** Choose the applicable one of the oil parts numbers above, Oil/Fluid will be supplied by your Oil Distributor.

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### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107913	Inspect and Update Engine Oil Type, Oil Fill Cap, OM Page	0.5	ZFAT	N/A
9107915	Inspect Only – Vehicle Did Not Pass Inspection and Will Require Repair – claim submission will not close field action	0.2	ZFAT	N/A

### Service Procedure

1. Inspect/Check for DTC P0016.
  - 1.1. If DTC P0016 is NOT SET, continue to step 2.
  - 1.2. If DTC P0016 is set, **DO NOT proceed with the rest of the service procedure, quarantine vehicle and submit labor op 9107915. Vehicles that DO NOT PASS the inspection procedure contained in this bulletin cannot be sold or delivered to the customer.** Additional information will be provided by General Motors in the near future.
2. Drain engine oil and install new filter. Refer to *Engine Oil and Oil Filter Replacement* in SI.
3. Fill engine with **NEW 0W-40 Oil** listed in the parts table.
4. Replace the oil fill cap with the **NEW 0W-40 oil fill cap** listed in the parts table.
5. **Print the appropriate language Owner's Manual Insert(s)** for your service area.
6. Locate the Owner's Manual or Essential Operating & Safety Information (EOSI) Manual.
7. **Install the Owner's Manual Insert(s) into the Owner's Manual or EOSI Manual.**

Insert to the 2021 – 2024 Cadillac Escalade, Chevrolet Tahoe/Suburban, GMC Yukon/Yukon XL/Denali, Chevrolet Silverado 1500, and GMC Sierra/Sierra Denali 1500 Owner's Manuals

This information replaces the information under "Engine Oil – Selecting the Right Engine Oil" found in the Vehicle Care Section of the owner's manual.  
The engine oil in the 6.2L V8 (L87) engine for this vehicle has been replaced with dexosR SAE 0W-40, as indicated on the engine oil cap. For future engine oil changes, use dexosR SAE 0W-40.

Cette information remplace l'information de la rubrique « Huile moteur – Sélection de la bonne huile moteur » dans la section Entretien du véhicule du guide du propriétaire.  
L'huile moteur du moteur V8 de 6,2L (L87) de ce véhicule a été remplacée par l'huile dexosR SAE 0W-40, comme cela est indiqué sur le bouchon d'huile moteur. Pour les vidanges d'huile, utiliser l'huile dexosR SAE 0W-40 à l'avenir.

Esta información reemplaza la información en "Aceite de motor – Seleccionar el Aceite de motor correcto" que se encuentra en la Sección Cuidado del vehículo del manual del propietario.  
El aceite de motor en el motor de 6.2L V8 (L87) para este vehículo se ha reemplazado con dexosR SAE 0W-40, como se indica en el tapón del aceite de motor. Para futuras cambios de aceite de motor, utilice dexosR SAE 0W-40.

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### Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open recall and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at anytime to the dealer. See General Motors Service Policies and Procedures Manual (USA & Canada) or local Policies and Procedures, for details.

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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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**