

Safety Recall

N252494002 L87 Engine Loss of Propulsion



Release Date: May 2025

Revision: 01

Revision Description: This bulletin is being revised to update the parts table. Please discard all previous copies of bulletin N252494002.

Attention: 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.

Vehicles involved in this recall were placed on a Stop Delivery Order on April 24, 2025, under N252494000. Certain VIN's have been moved to "Open" status in this bulletin after being identified as requiring an engine replacement. Additional VIN's may be opened as they are identified.

IMPORTANT: Remedy solutions for this recall are VIN-specific. VINs are assigned to one of three bulletins. Investigate Vehicle History (IVH) in the GM Global Warranty Management system MUST always be checked to confirm vehicle involvement and MUST be in OPEN status prior to beginning any required inspections and/or repairs. DO NOT use Service Information with VIN search, as it will not verify the VIN eligibility for field actions.

Note: Dealers: Please be advised to open a SPAC case on new vehicles coming into the dealer for an engine replacement. It may take up to 48 hours for the VIN status to be updated.

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.

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

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Condition	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.
Correction	Dealers will replace the engine, as necessary.

Parts

Quantity	Part Name	Part No.
1	ENGINE	12740076
1	BELT, ACSRY DRV PRIM	12669858
1	BELT, ACSRY DRV AUX	12658178
1	SEAL, A/C CMPR & CNDSR HOSE	13579648
1	SEAL, A/C CMPR & CNDSR HOSE	13579649
6	BOLT, ENG MT FRM SI	11549180
1	GASKET, ENG OIL CLR	23129010
2	RETAINER, TRANS FLUID CLR PIPE CONN	22988272
1	SEAL, EXH SYS	15035747
1	SEAL, EXH SYS	15077362
8	GASKET, INT MANIF	12626354

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2	GASKET,W/PMP	12682391
2	SEAL,TRANS FLUID CLR PIPE FTG	85639955
8	BOLT,ENG MT ENG SI	11548998
10	BOLT,EXH MANIF	11546600
2	GASKET,EXH MANIF	12657093
1	PIPE,FUEL FEED INTER	12679463
1	PIPE,FUEL FEED INTER	12703668
2	SEAL KIT,F/INJR O-RING	12726902
2	SEAL KIT,F/INJR O-RING	19432442
1	GASKET,F/PMP BRKT	12679867
1	SEAL,OIL LVL IND	24504031
8	OIL,ENG 0W20 Dexos	19432331(US) 19432456(CA)
4	COOLANT,ENG (1 GALLON) Dexcool	12346290 (US) 10953464 (CA)
1	HOSE ENGINE OIL COOLER	85724972
1	RADIATOR	85575817
1	RADIATOR	85575818
1	RADIATOR	85575815
1	RADIATOR	85575814

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 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: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which part to order if two or more part numbers are listed for the same part, as it may vary by vehicle options.

Warranty Information

Labour Operation	Description	Labour Time	Trans. Type	Net Item
9107916	Engine Replacement Escalade/Tahoe/Suburban/Yukon/Yukon XL 2WD w/ F47 2WD w/o F47 4WD w/ F47 4WD w/o F47 Silverado/Sierra 2WD 4WD ADD TIMES (applies to all vehicles/option combinations): Recover/Recharge R1234YF AC system Recover/Recharge R134A AC system Inspection	18.3 18.2 18.4 18.3 18.5 18.6 1.2 0.3 0.2	ZFAT	N/A
9107922	Inspect Only – No Further Action Required	0.3	ZFAT	N/A
9107917	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9107918	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

* For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

** Submit \$10.00 USD administrative allowance in Net/Admin Allowance.

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Please Note: The above labour time(s) are published direct from the Labour Time Guide.

Service Procedure

- Using Investigate Vehicle History (IVH), check to ensure that the vehicle you are working on has not already had an engine replacement. If the vehicle is out of warranty and does not show an engine replacement in IVH, verify with customer that the engine has already not been replaced.
 - If the vehicle HAS NOT had an engine replacement, proceed to step 2.
 - If the vehicle HAS already had an engine replacement, lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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- Looking upwards from under the vehicle towards the rear of the Left Hand cylinder head, inspect the digits indicated on the sticker above to determine the build date of the engine. The first two digits circled are the build year ('24 in this example), and the next three digits are the build day (day 114 in this example). If the engine was built BEFORE 24183, proceed to step 2.
- If the engine was built on or AFTER 24183 no further action is required. Submit labour operation 9107922.

IMPORTANT: Ensure that you refer to the *Engine Prelubing and Cooling System Draining and Filling (GE 47716) (L84/L87)* procedures in SI prior to starting the engine.

2. These vehicles have been identified as requiring an engine replacement. Proceed to *Engine Replacement* in SI.

3. **Transfer the original 0W-20 Oil Cap to the NEW engine and fill the NEW engine with dexos 0W20 oil.**

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

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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.

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.



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