

Reference Number: 202507300001

GENERAL MOTORS

DCS7282

URGENT - DISTRIBUTE IMMEDIATELY

Date: July 30, 2025

Subject: Recall N252494000 – Process Improvement for VIN Status Change Requests via CSMT (Certified Service Mobile Toolbox) PRT (Replacement Part Traceability) App

**GM is announcing a process improvement to help streamline requests to turn VINs to “Open” status in IVH for GM Recall N252494000.**

Currently, Dealers have been working with their field teams to identify customer-owned vehicles that need to be turned to “Open” status in IVH in order to complete the remedy for GM Recall N252494000.

To better support the customer experience and improve dealer efficiency for this recall, GM has developed a special usage within the CSMT RPT App to perform this same function but in an automated and timely process. Going forward, we ask that dealers use the CSMT RPT App function when requesting VINs to be turned to “Open” status in IVH for these situations:

**A) Customer: This is a customer-owned vehicle that is at the Dealer for service or anticipated to be scheduled for service soon.**

**B) Inventory: This is a dealer used inventory vehicle, ready to be delivered to the customer once the field action is completed and closed (Note: this is not intended for all inventory vehicles).** Dealers must also ensure any other field actions that are in “Open” status for the VIN are also addressed and closed prior to vehicle delivery.

By using the CSMT RPT App per the attached instructions, the subject VIN will be turned to “Open” status on the following business day to allow recall completion on demand. This process will be in effect until all involved VINs are in “Open” status in IVH for this Safety Recall. **(Note: The recall can be completed the day the VIN is requested in the CSMT**

app, but the warranty claim may not be submitted until the VIN shows "Open" in IVH the following day.)

**IMPORTANT:** This special function within the CSMT App only applies to the L87 recall (N252494000). **Any other field action that is in "Incomplete Remedy Not Available" status in IVH will NOT be actioned or opened per this process.**

See attachment for further information and details.

END OF MESSAGE