

Safety Recall

N252494000 L87 Engine Loss of Propulsion



Release Date: February 2026

Revision: 12

Revision Description: This bulletin is being revised to update the required oil in the parts table for Canadian dealers. Please discard all previous copies of bulletin N252494000 (*Updated Information).

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.

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.

This phased launch is now complete.

***Updated Information: The following Mobil 1 FS 0W-40 information applies to U.S. and Canada dealers only. Other markets, including Mexico and Export markets, will be communicated once available.**

GM will now authorize Mobil 1 FS 0W-40 for L87 field action oil changes (N252494000 and N252494003). Mobil 1 Supercar 0W-40 remains the priority product to use for L87 field action oil changes to sell down existing inventory, with FS 0W-40 available as a secondary option.

All Mobil 1 Supercar 0W-40 inventory purchased for the L87 field actions must be depleted before fully transitioning to Mobil 1 FS 0W-40. L87 field action claims for oil changes using either product will be accepted and reimbursed in full through March 31, 2026. Beginning April 1, 2026, GM will only reimburse L87 field action oil changes performed with Mobil 1 FS 0W-40.

As a reminder, 0W-40 FS is available at a competitive price and should be used for all customer paid maintenance visits.

IMPORTANT: The procedure for the L87 Picoscope test has been updated to remove manual Picoscope data collection and entry. Please review the service procedure in its entirety before proceeding. **DO NOT** manually attempt to start the GM NVH software. GM NVH SOFTWARE CANNOT be running at the same time as SPS.

Vehicles involved in this recall were placed on stop delivery April 24, 2025. Investigate Vehicle History (IVH) in the GM Global Warranty Management system MUST always be checked to confirm vehicle involvement and VIN 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. If the vehicle is in OPEN status, then once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and can be delivered to the customer.

For VINs currently in "Incomplete, Remedy Not Available" status in this bulletin (N252494000) that arrive at the dealership needing an engine replacement for the issues outlined in the condition statement of this safety recall, dealers are advised to open a SPAC case for these vehicles. Please note the VIN will be open in N252494000. It may take up to 48 hours for the VIN status to be updated in N252494000.

Note: A Tech Tube video outlining the L87 PicoScope diagnostic procedure is available on Center of Learning (COL). COL can be accessed via Global Connect>Training. On the COL Homepage select Catalog>Search "56521.17V".

Dealer Notification Instructions. Because this recall involves parts also sold over-the-counter, dealers must search their sales records for over-the-counter sales and provide the recall notice to the purchaser. For recalled equipment/parts sold as a dealer-installed option at the time of vehicle purchase; these VINs will be available on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system and GM will send notification to these customers.

Please search your part-sales records for over-the-counter sales of the recalled part (12740076,19420611) and communicate to the purchaser of record the recall notice attached to this bulletin. If the purchaser is a body shop, independent repair shop, or other third-party automotive repair or distribution business, dealers are to notify the purchaser and provide a copy of the recall notice. In either case, the communication of the recall notice attached to this bulletin should be done as soon as reasonably possible.

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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

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.

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 inspect the engine. If the vehicle fails the inspection procedure, the engine will be repaired or replaced. Vehicles that pass inspection will be provided a higher viscosity oil, which will also require a new oil fill cap identifying the new required oil grade, an oil filter replacement, and an owner's manual insert free of charge.

Parts

Quantity	Part Name	Part No.
1	Engine*	12740076
1	Engine*	19420611+++
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
2	GASKET,W/PMP	12682391
2	SEAL,TRANS FLUID CLR PIPE FTG	85639955
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)
8	OIL, ENG MOBIL 1 FS 0W40 (Quart)	88862479 (US)
8	OIL, ENG MOBIL 1 FS 0W40 (55 Gallon Drum)	88862480 (US) 19542035 (CA)
8	OIL, ENG 0W40+ dexos R++ (Quart)	19432866(US)

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8	OIL, ENG 0W40+ dexos R++ (55 Gallon Drum)	19432867 (US) 19541248 (CAN)
1	OIL FILTER	12735811
4	COOLANT,ENG (1 GALLON) Dexcool	12346290(US) 10953464(CA)
1	OIL FILL CAP (0W40)	12713787
1	HOSE ENGINE OIL COOLER	85724972
1	RADIATOR*	85575817
1	RADIATOR*	85575818
1	RADIATOR*	85575815

*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.

+ Engine oil will also be available in bulk. For US and Canada: For additional information, please search in Global Connect for Subject: N252494000 0W-40 Oil Availability Information.

++ The 0W-40 Mobil 1 Oil is also available via 55 gallon drum, part number 19432867 (US) 19541248 (CAN).

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.**

+++ When ordering PN 19420611, you may receive PN 12814752. This is a compatible engine and may be used for this repair.

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

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107967	Inspect Only – engine was previously replaced with a confirmed post-breakpoint engine (REQUIRES NEW ENGINE SERIAL NUMBER TO BE SUBMITTED WITH WARRANTY CLAIM)	0.3	ZFAT	N/A
9107931	PicoScope Inspection- Engine Passed (Includes performing oil change, installing new oil fill cap and insert)	0.9	ZFAT	N/A
9107930	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 PicoScope Inspection	18.3 18.2 18.4 18.3 18.5 18.6 1.2 0.3 0.6	ZFAT	N/A
9107932	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	**
9107933	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***
9107934	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	****

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Note: To avoid having to “H” route the customer reimbursement / WCAP transaction for approval, it must be submitted prior to the repair transaction. VINs that are already in closed status will require “H” routing.

** 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.

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA & Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800139, provided in the dealer message sent on May 9, 2025 (USA) or May 9, 2025 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

**** **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (April 24, 2025) to the date the VIN was placed in “OPEN” status in IVH. (Maximum Number of days for WCAP is calculated from the “Release Date” on VINs in “Open” Status in IVH.)

Vehicle	Working Capital Assistance Program Reimbursement Amount	
	USA	Canada
2021 Cadillac Escalade ESV	\$21.13	\$39.81
2021 Cadillac Escalade	\$21.90	\$37.94
2022 Cadillac Escalade ESV	\$23.17	\$45.25
2022 Cadillac Escalade	\$24.37	\$43.71
2023 Cadillac Escalade ESV	\$40.17	\$67.04
2023 Cadillac Escalade	\$38.17	\$66.33
2024 Cadillac Escalade ESV	\$46.17	\$72.81
2024 Cadillac Escalade	\$44.50	\$71.85
2021 Chevrolet Silverado 1500	\$12.93	\$21.29
2022 Chevrolet Silverado 1500	\$16.22	\$24.00
2023 Chevrolet Silverado 1500	\$17.88	\$28.58
2024 Chevrolet Silverado 1500	\$20.22	\$32.77
2021 Chevrolet Suburban	\$17.70	\$28.25
2022 Chevrolet Suburban	\$19.28	\$31.13
2023 Chevrolet Suburban	\$21.03	\$34.88
2024 Chevrolet Suburban	\$24.23	\$42.15
2021 Chevrolet Tahoe	\$16.20	\$27.21
2022 Chevrolet Tahoe	\$18.32	\$32.17
2023 Chevrolet Tahoe	\$20.60	\$34.06
2024 Chevrolet Tahoe	\$22.30	\$44.04
2021 GMC Sierra 1500	\$12.75	\$22.52
2022 GMC Sierra 1500	\$18.35	\$29.94
2023 GMC Sierra 1500	\$20.35	\$33.21
2024 GMC Sierra 1500	\$22.85	\$37.58
2021 GMC Yukon	\$18.00	\$28.96
2022 GMC Yukon	\$19.28	\$32.71
2023 GMC Yukon	\$24.92	\$43.27
2024 GMC Yukon	\$28.20	\$52.27
2021 GMC Yukon XL	\$18.23	\$28.73
2022 GMC Yukon XL	\$19.68	\$30.27
2023 GMC Yukon XL	\$25.58	\$42.46
2024 GMC Yukon XL	\$28.88	\$49.54

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Special Tool/Video/Kit

Each North American dealer should already have any GM branded PicoScope tool in inventory and functional. You will need it to perform this procedure. If you do NOT have a PicoScope kit, please order GM-51450-SCOPE-B from gmglobaltools.com.

Additionally, each North American dealer will be shipped a number of harnesses (Tool # GM-60539) to use along with the PicoScope kit for the purposes of this field action. Dealers outside of North America should contact their local Snap-On Representative to order the harness kits along with the PicoScope kit.

Service Procedure

IMPORTANT: The procedure for the L87 Picoscope test has been updated to remove manual Picoscope data collection and entry. Please review the service procedure in its entirety before proceeding. DO NOT manually attempt to start the GM NVH software. GM NVH SOFTWARE CANNOT be running at the same time as SPS.

IMPORTANT: All returned engines will be inspected to confirm they are failed. Any attempt to return a non-failed engine will result in a charge-back to your dealer.

1. A vehicle involved in this field action may come in with a P0016 or an audible rod knock noise.
 - If a vehicle DOES have either a P0016 code, or is not operable, proceed to *Engine Replacement* in SI.
 - If the vehicle DOES NOT have either of those conditions, proceed to the next step.

IMPORTANT: Each North American dealer should already have a GM branded PicoScope tool in inventory and functional. You will need it to perform this procedure. If you do NOT have a PicoScope kit, please order GM-51450-SCOPE-B from gmglobaltools.com. Additionally, each North American dealer will be shipped a number of harnesses (Tool # GM-60539) to use along with the PicoScope kit for the purposes of this field action. Dealers outside of North America should contact their local Snap-On Representative to order the harness kits along with the PicoScope kit.

2. Using IVH, check to ensure the vehicle you are working on has not already had an engine replacement.
 - If the vehicle HAS NOT had an engine replacement, proceed to Step 3.
 - 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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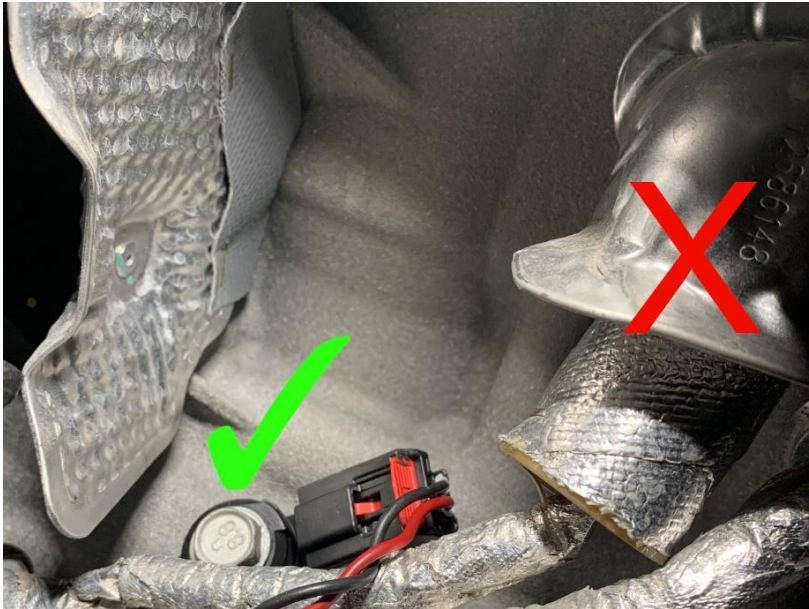
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- For Replacement Engines: Looking upwards from under the vehicle towards the rear of the Left Hand cylinder head, inspect the digits indicated on the sticker above to determine the build date of the engine. The first two digits circled are the build year ('24 in this example), and the next three digits are the build day (day 114 in this example).
- For Remanufactured Engines: Looking upwards from under the vehicle towards the lower left side of the engine block, inspect the date indicated on the remanufactured engine tag pictured above.
- If the engine was built ON or BEFORE day 153 or 6-1-2024, proceed to Step 3.
- If the engine was built AFTER day 153 or 6-1-2024 no further action is required. Submit inspect-only labor operation 9107967. **BE SURE TO RECORD THE NEW ENGINE SERIAL NUMBER IN THE CORRECTION FIELD OF THE REPAIR.** The new engine serial number MUST be included in the warranty information.

3. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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Caution: Using compressed air, blow out the M8 boss in which the test sensor is installed in the above picture.

Note: Do not disconnect the test sensor from the harness it is provided with. The test sensor and harness should be installed and removed as an assembly.

Warning: Avoid contact with HOT components. Wear safety glasses and protective gloves to avoid personal injury.

4. Install the test sensor into the unused M8 boss on the left-hand side of the engine directly above and in front of the engine oil cooler line junction block. **DO NOT USE THE FACTORY KNOCK SENSOR, OR THE FACTORY KNOCK SENSOR LOCATION.** Torque the M8X1.25X35 bolt to 16 lb-ft/22 N-m.
5. Route the test sensor harness in a manner in which it is not contacting any hot components of the vehicle and which allows the harness to reach your laptop or PC.



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6. Connect the Test Sensor Harness directly into Channel B of the PicoScope. **The additional NVH interface is NOT required for this procedure.**

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7. Install the MDI2 to the vehicle.
8. Start the vehicle.

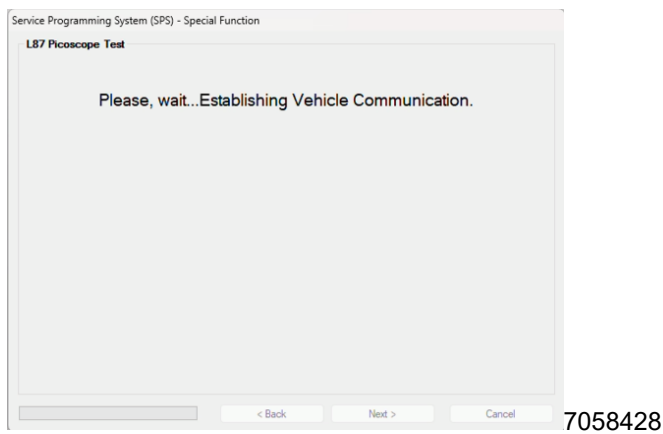
IMPORTANT: Due to certain limitations, this may not run properly on all computers. If you run into issues on a particular computer, please try another computer before contacting TCSC for assistance. Once you have identified a device that has consistently ran this test successfully, please continue to use that device.

9. Connect the PicoScope to the computer using the original USB 3.0 cable supplied with the PicoScope. **DO NOT** use **ANY** other cable.

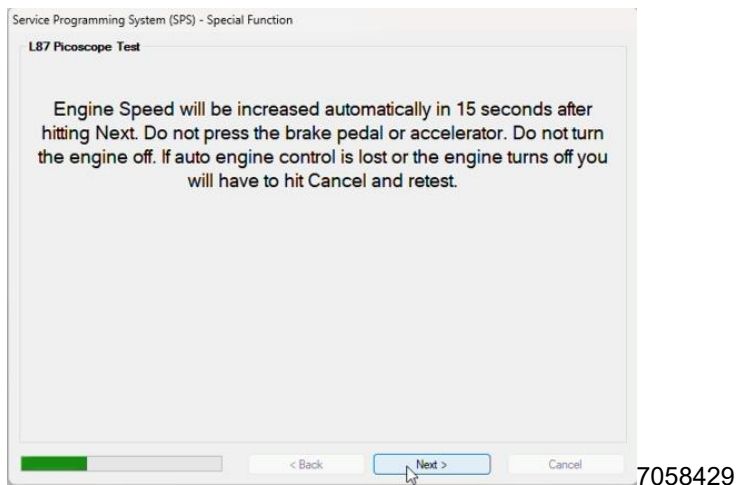
IMPORTANT: Restart Techline Connect EVERY TIME you run this test, otherwise you may encounter errors. If you still encounter additional errors, you may need to restart your PC.

IMPORTANT: GM NVH CANNOT be running at the same time as SPS.

10. Open Techline Connect and access SPS. Then, select Engine Control Module. Under “Select Function/Sequence,” select “L87 PicoScope Test” – you may need to scroll down to see it.



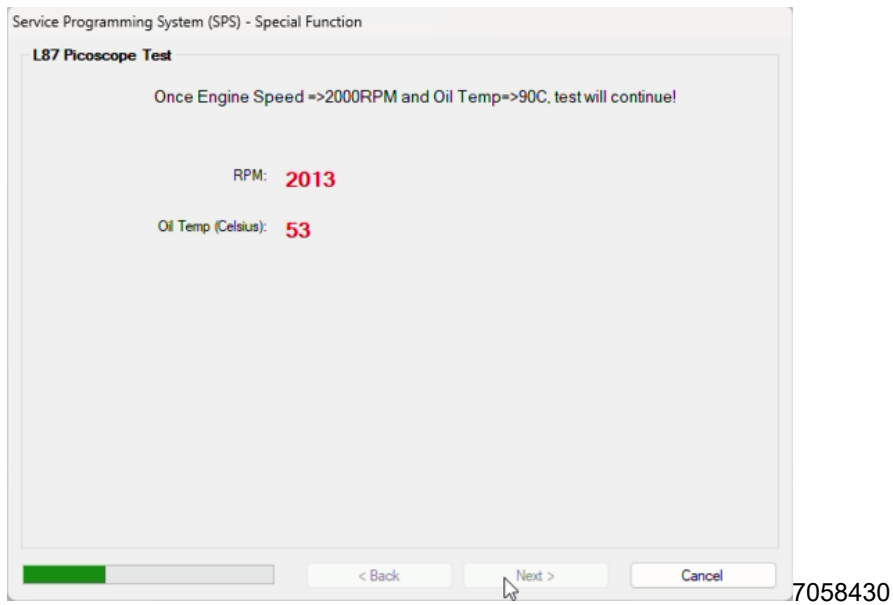
11. The above screen will pop up, indicating the procedure has been initiated.
12. The next screens will instruct you to connect the Picoscope to the vehicle and to start the engine, please follow the instructions as they are displayed.



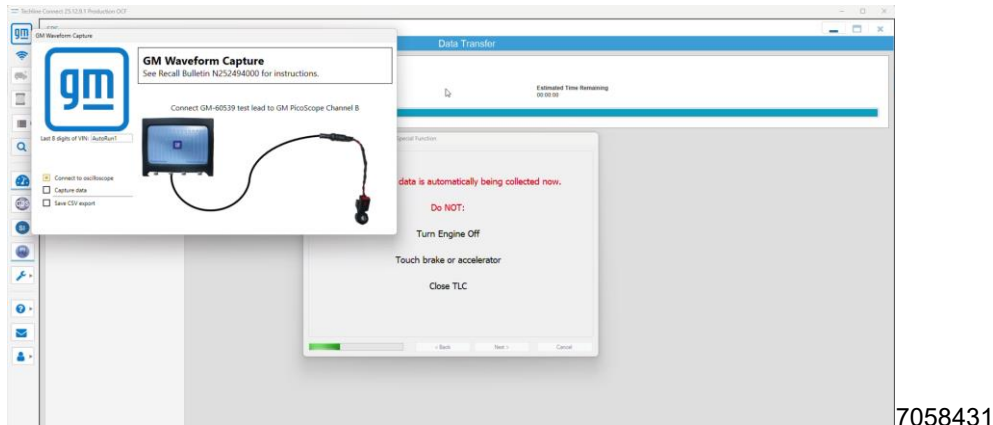
13. The above screen will display when the Picoscope is connected, engine is running, and after pressing next. 15 seconds after clicking “Next”, engine speed will be increased automatically to 2000 RPMs.

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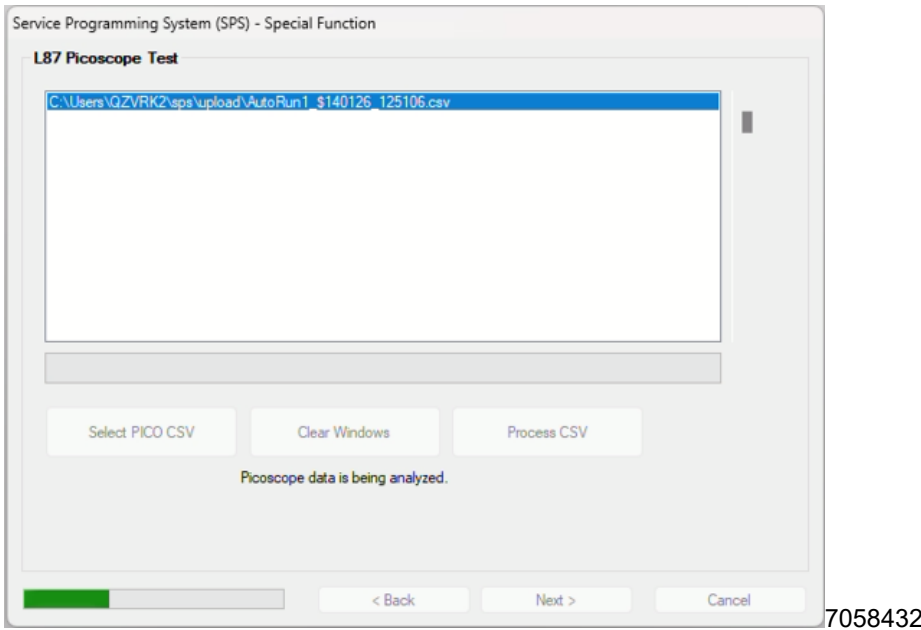
14. The above screen will display until the listed parameters are met. Engine Speed must be 2000 RPM and Oil Temp must reach 90 degrees Celsius. Please do not touch the accelerator pedal during the procedure.



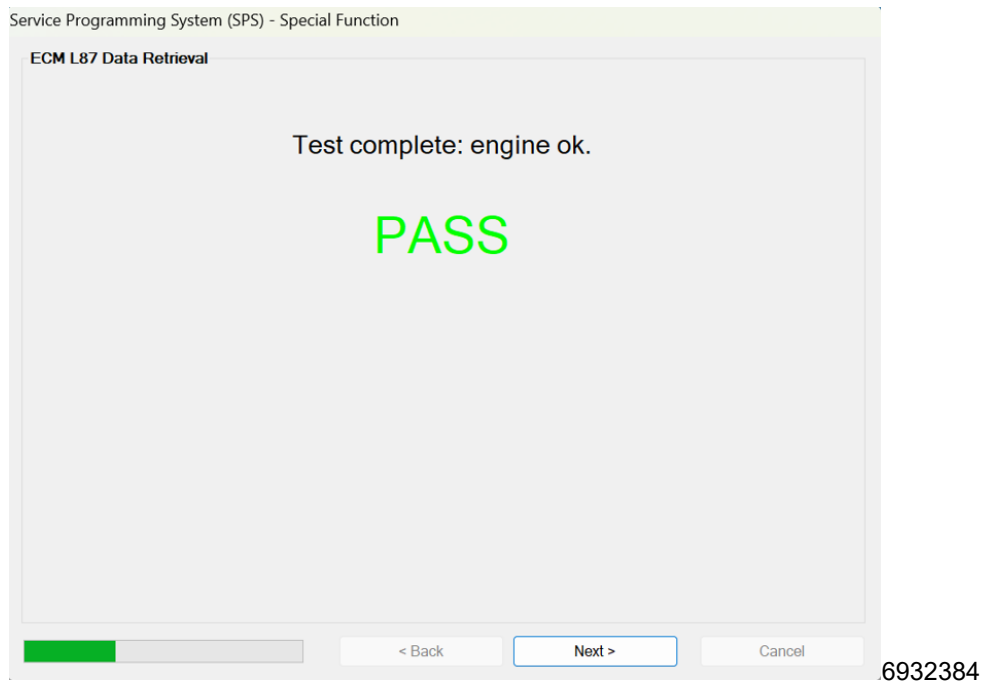
15. After the parameters have been met, the screen will change and GM Waveform Capture will open. No action needs to be completed at this time. The program will automatically record and capture the required data.

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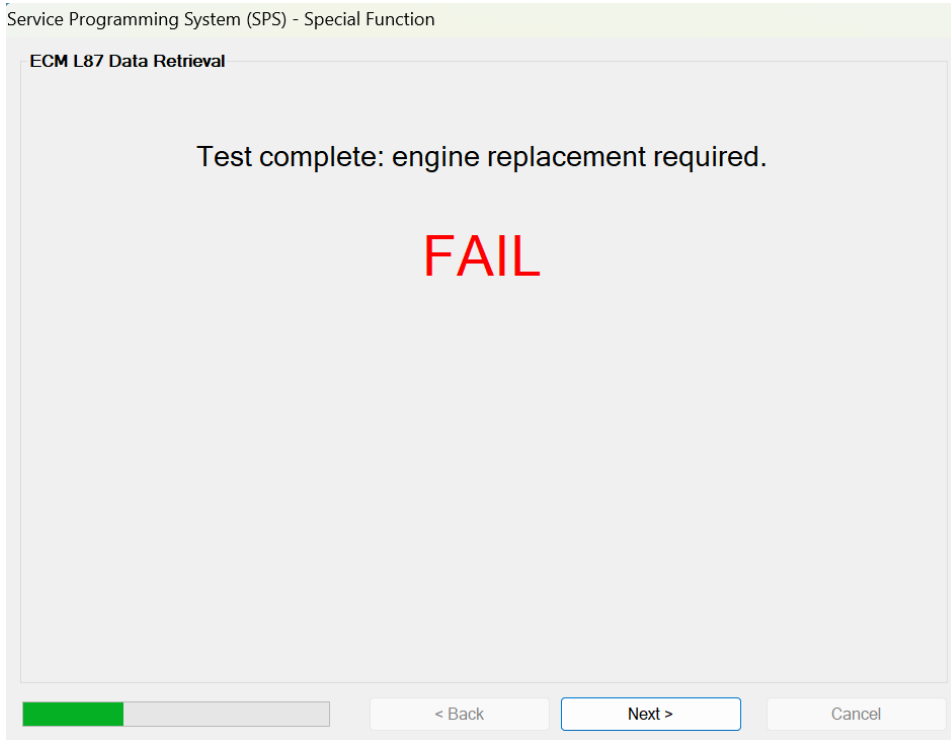
16. When GM Waveform Capture has completed its sequence, the program will automatically save and upload the captured data.
17. The next screen will automatically populate with a PASS or FAIL result. After recording the result, press “Next” on the following screens to retrieve the Warranty Claim Code and exit the procedure.



- If the engine PASSES the test, proceed to the next step.

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- If the engine FAILS the test, refer to *Engine Replacement* in SI. Transfer the engine oil cap from the original engine to the replacement engine and fill the engine with the oil grade that is indicated on the cap.

18. FOR ENGINES THAT PASS: Perform an oil change to 0W-40 Oil, *Refer to Engine Oil and Oil Filter Replacement* in SI. Install a NEW engine oil cap and place the owner's manual insert(s) in the glovebox.

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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Chevrolet Tahoe/Suburban و Cadillac Escalade 2024 – 2021 للإدخال في دليل المالك لسيارات GMC Sierra/Sierra Denali 1500 و Chevrolet Silverado 1500 و GMC Yukon/Yukon XL/Denali و

تحتل هذه المعلومات محل المعلومات الواردة
ضمن "زيت المحرك - اختيار زيت المحرك
المناسب" في قسم العناية بالسيارة في دليل
المالك.

تم استبدال زيت المحرك الموجود في المحرك
سعة 6.2 لترات V8 (L87) لهذه السيارة بزيت
dexosR SAE 0W-40، كما هو موضح
على غطاء زيت المحرك. لتغيير زيت المحرك
في المستقبل، استخدم زيت
dexosR SAE 0W-40.

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Inserción en los Manuales del Propietario de Cadillac Escalade, Chevrolet Tahoe/Suburban, GMC Yukon/Yukon XL/Denali, Chevrolet Silverado 1500 y GMC Sierra/Sierra Denali 1500 de 2021 – 2024

*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 del motor 6.2L V8 (L87) de este vehículo
se ha reemplazado por el dexosR SAE 0W-40,
como se indica en el tapón del aceite del motor.
En los cambios de aceite del motor futuros,
utilice dexosR SAE 0W-40.

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2021～2024年モデル キャデラック・エスカレード、シボレー・タホ/サバーバン、
GMC・ユーコン/ユーコン XL/デナリ、シボレー・シルバラード 1500、GMC・シエラ/シエラデ
ナリ 1500 のオーナーズマニュアルへの挿入

この情報は、オーナーズマニュアルの「車両のお手入れ」のセクションにある「エンジンオイル — 適切なエンジンオイルの選択」の情報に代わるものです。

この車両の 6.2L V8 (L87) エンジンのエンジンオイルは、エンジンオイルキャップに表示されているとおり、dexosR SAE 0W-40 に変更されています。今後エンジンオイルを交換する際は、dexosR SAE 0W-40 を使用してください。

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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/repared 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. A copy of the customer letter is provided in this

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N252494000 L87 Engine Loss of Propulsion



bulletin for your use in contacting customers. 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.

For US Dealers ONLY, please see Global Connect message 11533 for additional details and provisions.

For Canada Dealers ONLY, please see Global Connect message 11504 for additional details and provisions.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of sample customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

USA & Canada – For dealer-installed accessory sales, General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin). For dealer over-the-counter sales, GM dealers will notify customers based on dealer sales-record data.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists 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). As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall N252494000.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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.

What will we do?

The recall remedy is an engine inspection. Your GM dealer will inspect the engine. If your vehicle fails the inspection procedure, your vehicle's engine will be repaired or replaced. Vehicles that pass inspection will be provided a higher viscosity oil, which will also require a new oil fill cap identifying the new required oil grade, an oil filter replacement, and an owner's manual insert free of charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 1 hour.

It is important that you schedule your vehicle for this recall inspection procedure as soon as possible. If your vehicle receives the recall inspection remedy, you will be provided additional protection if an engine failure occurs in your vehicle as a result of this condition. If this condition occurs on your vehicle within 10 years from the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, your engine will be repaired or replaced at no charge. The terms of your vehicle's powertrain warranty govern your vehicle's coverage for engine failure. Diagnosis or repair for conditions other than the condition described above and engine failures that occur outside of your vehicle's powertrain warranty are not covered under this special coverage program.

For customers' vehicles already outside of the above years and/or miles, we are still offering reimbursement if the repair was completed prior to this mailing. Please follow the reimbursement steps below.

Qualifying repairs under this special coverage must be performed by a General Motors dealer.

Customers may not assign, and GM does not consent to any assignment of any Customer's rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or

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any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

Do you have questions?

You may schedule your vehicle for repair, or for more information about your vehicle, or if you have questions or concerns that your dealer is unable to resolve, please visit gm.com/service, or call the Buick, Chevrolet or GMC Customer Assistance Center at 1-866-467-9700. For Cadillac, please call 1-800-333-4223.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 25V274.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems

Enclosure
GM Recall: N252494000