

# Safety Recall

## N252494002 L87 Engine Loss of Propulsion



**Release Date:** June 2025

**Revision:** 04

**Revision Description:** This bulletin is being revised to add the customer letter. 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.

**The phased launch is now complete.**

**VINs will cease to move from N252494000 to N252494002 as of May 14, 2025. Dealers should refer to N252494000 for instructions going forward.**

**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.**

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

**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.**

<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 replace the engine, as necessary.

### 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

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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
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	19432331(US)
	OIL, ENG 0W20	19432456(CA)
4	COOLANT, ENG (1 GALLON)	12346290
4	COOLANT, ENG (1 GALLON) (CA)	10953464
1	HOSE ENGINE OIL COOLER	85724972
1	RADIATOR*	85575817
1	RADIATOR*	85575818
1	RADIATOR*	85575815
1	RADIATOR*	85575814

\*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.

**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.**

### Warranty Information

Labor Operation	Description	Labor 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.

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\*\* 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.

**Please Note: The above labor time(s) are published direct from the Labor Time Guide.**

### Service Procedure

1. Using IVH, check to ensure that 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 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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- 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 2.
- If the engine was built AFTER day 153 or 6-1-2024 no further action is required. Close the vehicle with the inspect only labor operation.

**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 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.

### **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 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

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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.

### **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**



# 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 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. As a result, GM is conducting a 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 N252494002.
- Drivers may be alerted to the condition prior to failure from: knocking, banging, or other unusual engine noises; illumination of the check engine light; and/or engine-performance issues, including hesitation, high RPMs, abnormal shifting, reduced propulsion, or a no-start condition.
- Your vehicle may already be scheduled or in for this repair. If not, 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?

Your GM dealer dealer will inspect the engine, and as necessary, repair or replace the engine. For vehicles that pass inspection, dealers will add higher viscosity oil, install a new oil fill cap, replace the oil filter, and update the owner's manual. Repairs will be performed free of charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 21 hours.

### 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.

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**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](http://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  
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