

# Safety Recall

## N252528090 Melted or Leaking Fuel Heater



Release Date: November 2025

Revision: 00

**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 stop delivery September 19, 2025. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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.

**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.**

Make	Model	Model Year	
		From	To
Chevrolet	6500 XD/7500 XD Low Cab Forward	2022	2026

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>	Isuzu Motors Limited has decided that a defect which relates to motor vehicle safety exists in certain 2022-2026 model year Chevrolet 6500 XD/7500 XD Low Cab Forward vehicles. In the affected vehicles, the fuel heater may overheat, melting the casing and allow fuel to leak into the electrical connector increasing the risk of a fire.
<b>Correction</b>	Dealers will replace the fuel heater assembly.

### Parts

Quantity	Part Name	Part No.
As Req	Replacement Fuel Heater Connector	*
1	Heater Kit, Fuel Filter	97564632

\*Order and obtain from: [www.customconnectorkits.com/products/15300027-pt](http://www.customconnectorkits.com/products/15300027-pt)

**You MUST order the 12-gauge version of this connector!**

**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 limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.** The remedy part is only required for vehicles involved in the campaign (not for normal service use).

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108182	Fuel Heater Kit Installation ADD: Connector Replacement if required by step 10	0.5 1.0	ZFAT	N/A
9108183	Customer Reimbursement Approved - For USA dealers only	N/A	ZFAT	*
9108184	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
9108185	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	***
9108186	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	****

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

# Safety Recall

## N252528090 Melted or Leaking Fuel Heater



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

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

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

### Floor Plan Reimbursement – NEW INVENTORY ONLY

\*\*\* **USA Dealers Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (September 19, 2025) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 57 days).

Vehicle	Floor Plan Reimbursement Amount
	USA
2022 Chevrolet 6500 XD/7500 XD LCF	\$25.84
2023 Chevrolet 6500 XD/7500 XD LCF	\$28.48
2024 Chevrolet 6500 XD/7500 XD LCF	\$29.54
2025 Chevrolet 6500 XD/7500 XD LCF	\$29.35
2026 Chevrolet 6500 XD/7500 XD LCF	\$29.35

### 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, 9800144, provided in the dealer message sent on October 3, 2025, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\*\*\* **USA 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 (September 19, 2025) to the date the inspection or repair closed the recall bulletin (not to exceed 57 days).

Vehicle	Working Capital Assistance Program Reimbursement Amount
	USA
2022 Chevrolet 6500 XD/7500 XD LCF	\$27.69
2023 Chevrolet 6500 XD/7500 XD LCF	\$29.13
2024 Chevrolet 6500 XD/7500 XD LCF	\$29.74
2025 Chevrolet 6500 XD/7500 XD LCF	\$34.41
2026 Chevrolet 6500 XD/7500 XD LCF	\$39.94

### Service Procedure

1. Disconnect the negative battery cable.
2. Place a drain pan underneath the fuel filter.

**WARNING: Diesel fuel contains chemicals that should not directly contact skin, eyes, or other body parts due to the risk of personal injury or chemical exposure. Always wear the appropriate PPE to minimize and prevent exposure of chemicals to skin, eyes or other exposed body parts.**

# Safety Recall

## N252528090 Melted or Leaking Fuel Heater



**Figure 1**

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3. Remove the one zip tie as shown.



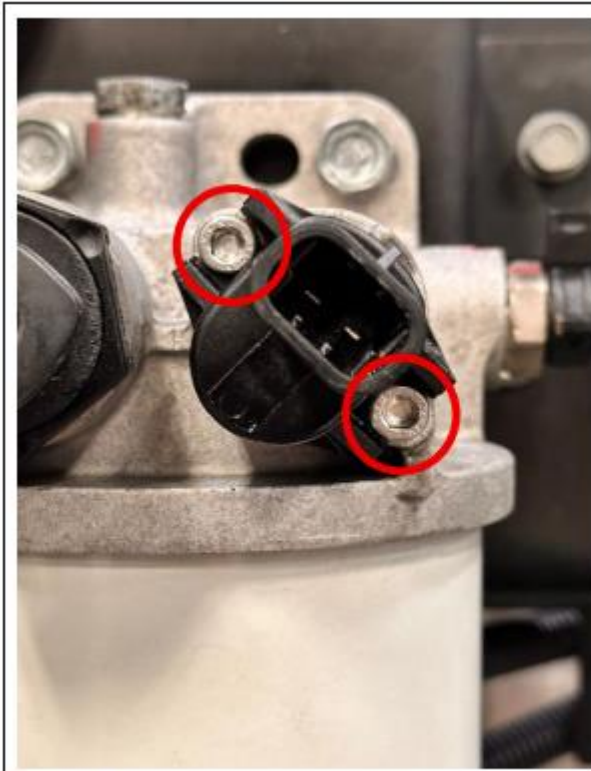
**Figure 2 – Fuel Heater Connector J-303**

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4. Locate the fuel heater connector J-303 located above the fuel filter assembly and disconnect it.

# Safety Recall

## N252528090 Melted or Leaking Fuel Heater



**Figure 3**



**Figure 4**

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5. Using a 3/8 impact on the lowest setting, remove the two screws securing the fuel heater to the fuel filter assembly.
6. Remove the old fuel heater.



**Figure 5 – Clean the Mating Surface  
Circled in Red**

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# Safety Recall

## N252528090 Melted or Leaking Fuel Heater



- Using a clean paper towel, clean the mating surfaces where the fuel heater contacts the fuel filter housing so they are clean and free of any contamination. (See Figure 5)



Figure 6 – Correctly Installed Fuel Heater



Figure 7 – Incorrectly Installed Fuel Heater

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- Install the new fuel heater with the harness pointing down into the fuel filter assembly. (See figures 6&7.)

**NOTE: Be sure to discard any generic installation instructions that may have been included in the fuel heater replacement kit. Only follow the service procedure set forth in this bulletin.**



Figure 8

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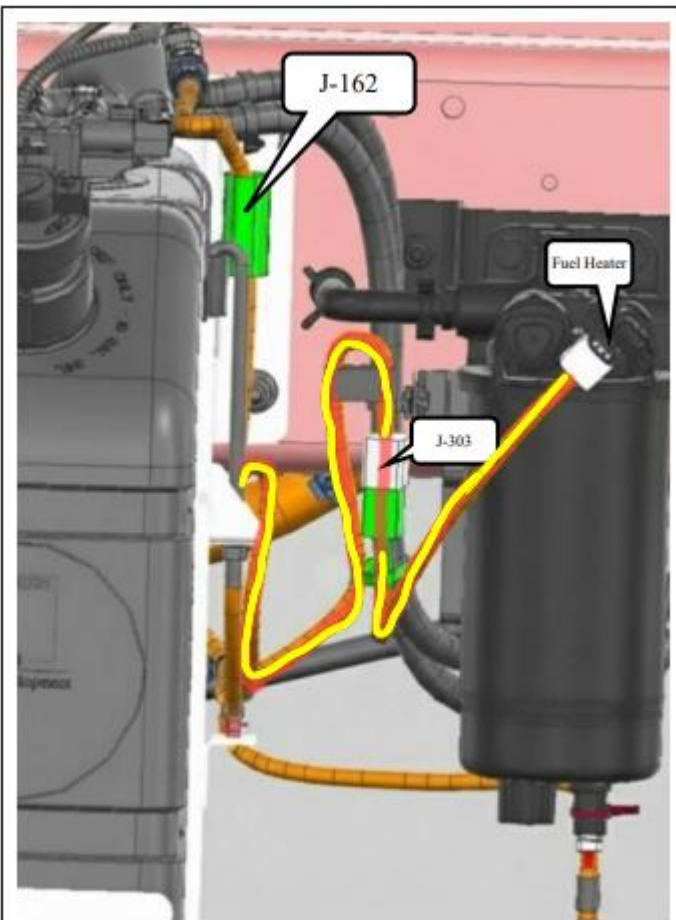
- Install and torque the two new screws shown in figure 8/ Torque to 9 N-m (80 in/lbs).

## Safety Recall

### N252528090 Melted or Leaking Fuel Heater



10. Inspect chassis harness connector J-303 for diesel fuel.
  - If diesel fuel is present clean the connector with electrical contact cleaner and proceed to Step 11.
  - If diesel fuel is not present proceed to Step 11.
11. Inspect chassis harness connector J-303 again, this time for heat damage.
  - If connector J-303 has evidence of heat damage (melted) order a new connector and replace it per the parts section.
  - If connector J-303 has no evidence of heat damage, proceed to step 12.
12. Connect fuel heater connector J-303 to the new fuel heater.



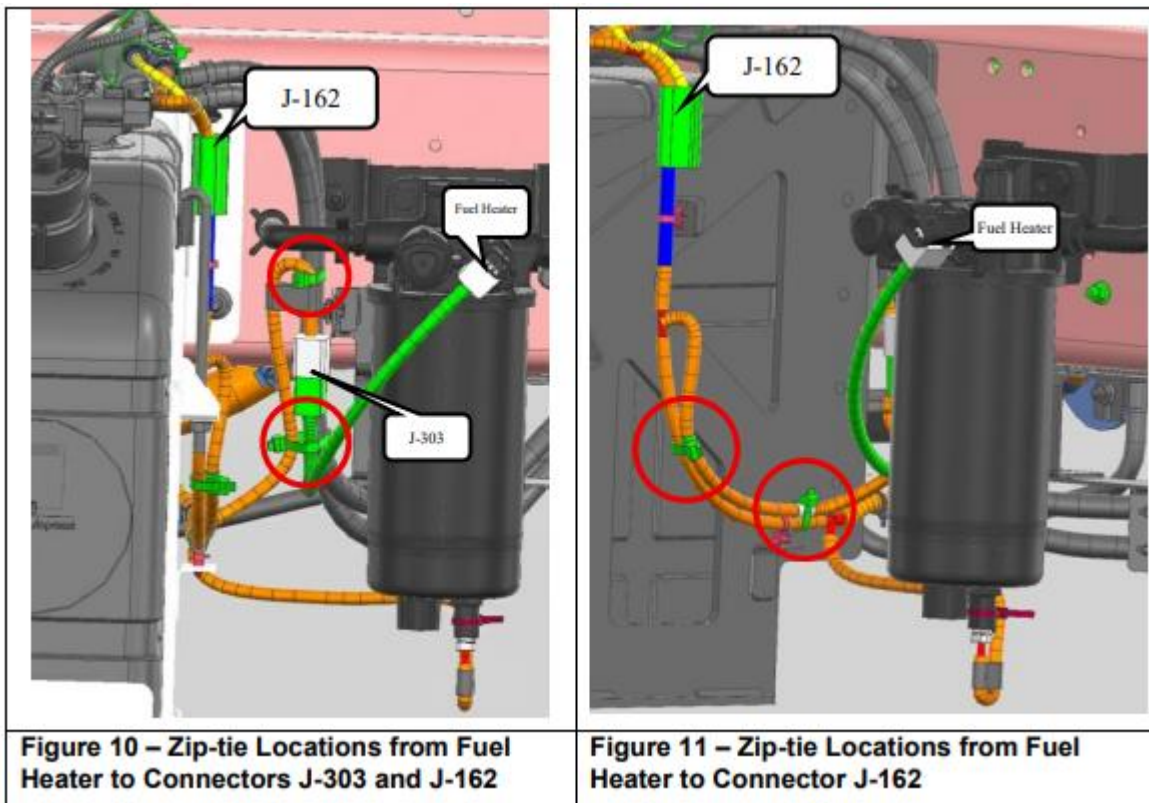
**Figure 9 – Wire Routing Shown in Yellow Line**

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13. Route the extra harness looped along the DEF line suction hose down and below the DEF resistor J-162 as shown in figure 9.

## Safety Recall

### N252528090 Melted or Leaking Fuel Heater



14. Using four zip ties, secure the fuel heater harness as shown in figures 10 and 11.
15. Trim the excess zip ties.
16. Connect the negative battery cable.
17. Start and idle the engine for one minute and ensure there are no leaks at the fuel heater assembly.
18. Shut off the engine
19. Remove the drain pan.

#### 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

# Safety Recall

## N252528090 Melted or Leaking Fuel Heater



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

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or GWM Field Action Batch Search Report. The Inventory tab of the dealer reports will contain VINs that apply to this field action. 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 field action may be a violation of law in several states.

### Courtesy Transportation

USA - For repairs covered under this Field Action, Courtesy Transportation can be made available ONLY if the customer/vehicle qualify for Courtesy Transportation per Bulletin 07-00-89-037.

### Customer Notification

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

### 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) 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.

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2022-2026 model year Chevrolet 6500 XD/7500 XD Low Cab Forward vehicles. 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 N252528090.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

In the affected vehicles, the fuel heater may overheat, melting the casing and allow fuel to leak into the electrical connector increasing the risk of a fire.

**What will we do?**

Your GM dealer will replace the fuel heater assembly, 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 30 minutes.

**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 using the QR code below. 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). You can also use your preferred voice assistant (for example, "Please go to GM.com"), 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 1.888.275.9171), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 25V630.

# Safety Recall

## N252528090 Melted or Leaking Fuel Heater



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

Scan here to  
locate a dealer.



Enclosure  
GM Recall: N252528090