

CSMT RPT Application - Special Usage for Recall N252494000 (Customer/Inventory)

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.

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STEP 1:

1. Verify VIN is in Recall N252494000 in Investigate Vehicle History (IVH)
2. Verify “Incomplete Remedy Not Available” status

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

Vehicle Information

VIN: 3GCUDEELXRG151104 Model: CK10743-2024 SILVERADO 1500 CREW CAB 4WD
Service Contracts and Subscriptions: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK Mobile Service Plus: No
Field Actions: [1 Open](#) [REQUEST ANOTHER VIN](#)

Required Field Actions Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N252494000	N252494000	L87 Engine Loss of Propulsion	04/24/2025	Incomplete Remedy not available



CSMT CERTIFIED SERVICE MOBILE TOOLBOX

Field Product Reporter

- Recalls/Field Actions
- Replacement Part Traceability**
- Settings
- CSMT Support

Log Out

RPT Replacement Part Traceability

VIN* 1GNSKEKL1RR100017 **1** Scan

Traceability Number* 012345678910 **2** Scan

Note: Scan new part being installed.

Part Number* 12345678 **3**

VPPS N252494000 **4**

DUNS Customer, Attest. **5**

VALIDATE **6**

STEP 2:

Note: Only 1 VIN can be entered at a time

1. Scan or Enter the VIN
2. Do not scan a part. Instead, enter “012345678910” (totaling 12 digits)
3. Enter “12345678” (totaling 8 digits)
4. Enter Recall Number “N252494000”
5. *Enter “Customer” or “Inventory”, then, “Attest”
6. **Validate** - Review and SUBMIT (to verify email sent, go to your Sent Emails)

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

Note: For more information on CSMT RPT App see TSB 22-NA-070