

# Safety Recall

## N262557621 Potential Wheel Lockup



**Release Date:** May 2026

**Revision:** 01

**Revision Description:** This bulletin has been revised to add a copy of the customer notification letter and remove customer reimbursement. Please discard all previous copies of bulletin N262557621.

**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 and Do Not Drive Order April 30, 2026 in N262557620. 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.

The 2026 model year vehicles involved in this recall are under bulletin N262557620 and do not require an inspection. Please see N262557620 for details. Verify the VIN in IVH for the proper bulletin.

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.**

**Important: The requirement information for recording the serial number for BOTH the removed transfer case AND the replacement transfer case is included in this bulletin.**

Dealer Notification Instructions. Because this recall involves equipment/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 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 contact these customers.

Please search your part-sales records for over-the-counter sales and for vehicles repaired since December 18, 2025 of the recalled equipment (p/n 87842227), and communicate to the purchaser of record the recall notice. 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 should be done as soon as reasonably possible.

**For US dealers only:** For dealers with involved vehicles that can be identified by VIN, a listing with the involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided to US dealers through GM GlobalConnect Maxis Field Action Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Only use this report to conduct the recall-related notifications specified in this bulletin and required by law.

Make	Model	Model Year	
		From	To
Cadillac	Escalade	2015	2015
Cadillac	Escalade ESV	2015	2015
Chevrolet	Suburban	2015	2015
Chevrolet	Suburban	2017	2020
Chevrolet	Tahoe	2016	2017
Chevrolet	Tahoe	2019	2019
GMC	Yukon	2019	2020
GMC	Yukon XL	2018	2019

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.

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<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2026 model year Cadillac Escalade and Escalade ESV, Chevrolet Silverado 1500, Suburban, and Tahoe, and GMC Sierra 1500, Yukon, and Yukon XL vehicles with four-wheel (4WD) or all-wheel drive (AWD), and in one transfer-case assembly that may have been installed as replacement equipment in a 2015-2020 model year SUV or truck with 4WD. A component missing from the drivetrain transfer case may cause the front and/or rear wheels to lock-up without warning to the driver. If front or rear wheels lock-up without warning while driving, there is increased risk of a crash. As a precaution, owners should not drive these vehicles until the remedy is performed. GM will be contacting these owners to assist with towing their vehicles to a GM dealership for inspection and, if necessary, repair.
<b>Correction</b>	Dealers will inspect and, if necessary, replace the transfer case assembly.

### Parts

Quantity	Part Name	Part No.
As Required By Inspection	Transfer Case	87842227*
See SI/EPC	One-Time-Use Ancillary Parts	See SI/EPC

**Note:** \* Both the removed transfer case and the replacement transfer case serial numbers must be submitted with labor code (9108445 or 9108449) to avoid claim rejection.

**Note:** Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which one-time-use ancillary parts are necessary to complete the repair.

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

For vehicles that are listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108444	Inspect Only – No Further Action Required	0.3	ZFAT	N/A
9108445	Transfer Case Replacement – Includes Inspection	5.4	ZFAT	N/A

For vehicles that are NOT listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108448*	Inspect Only – No Further Action Required	0.3	ZREG	N/A
9108449*	Transfer Case Replacement – Includes Inspection	5.4	ZREG	N/A

\* Because the VIN is not loaded into IVH, the warranty transaction MUST be H-routed for wholesale authorization.

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

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### Transfer Case Serial Number Recording

Labour Time [\[Top\]](#)

Labour Operation Code:

Module Replacement

Additional labour op code information:

Serial Number:

Base Labour Time:

Set Up Time:

Additional Time:

Paint Mix Time:

Administration Time:

Diagnosis Time:

Other Labor Operation Code

Other Labour Time



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### Pricing Requested [\[Top\]](#)

Labour	to be calculated
Parts	to be calculated
Parts Handling	to be calculated
Net Item Total	to be calculated
Taxes - Labour	to be calculated
Taxes - Parts	to be calculated
Taxes - Net Items	to be calculated
Taxes - Deductible	to be calculated
Taxes Total	\$ <input type="text"/>

Customer/Service Agent

Participation Amount

Transaction Total (USD)

to be calculated

### Authorization/Comments Section [\[Top\]](#)

General Comments

Comments

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**IMPORTANT: \* (TECHNICIAN and WARRANTY ADMINISTRATOR) SERIAL NUMBER RECORDING REQUIREMENT.** The removed and replacement transfer case serial numbers must be captured by the technician and recorded on the job card. The Warranty Administrator **MUST** enter the replacement transfer case serial number in GWM (Global Warranty Management) or in DMS (Dealer Management System). Enter the serial number of the **replacement transfer case** in the 'Labor Operation Dependency Code' field (1) per the screen above. Enter the **serial number of the removed transfer case** in the 'General Comments' comments section. Failure to enter these serial numbers will cause the claim to reject.

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### Service Procedure

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



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2. Using a mirror or inspection camera, inspect the sticker on the top of the transfer case.
  - If the serial number is 31253309000X3015, replace the transfer case. Refer to *Transfer Case Assembly Replacement* in SI.
  - If the transfer case serial number is NOT 31253309000X3015, no further action is required.
3. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

### 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

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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

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

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.

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 2015 model year Cadillac Escalade and ESV; 2015, 2017-2020 model year Chevrolet Suburban; 2016-2017, 2019 model year Chevrolet Tahoe, 2019-2020 model year GMC Yukon, and 2018-2019 model year GMC Yukon XL 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 safety recall N262557621.
- **FOR YOUR SAFETY, DO NOT DRIVE YOUR VEHICLE UNTIL IT HAS BEEN REPAIRED.**
- Contact your GM dealer as soon as possible to have your vehicle transported by **flatbed** hauler to the dealership for repair. **Do not drive your vehicle to the dealership.**
- This service will be performed for you at **no charge**. You will also be provided with a courtesy vehicle while your vehicle is being serviced.

**Why is your vehicle being recalled?**

A component missing from the drivetrain transfer case may cause the front and/or rear wheels to lock-up without warning to the driver. If front or rear wheels lock-up without warning while driving, there is increased risk of a crash. As a precaution, owners should not drive these vehicles until the remedy is performed. GM will be contacting these owners to assist with towing their vehicles to a GM dealership for inspection and, if necessary, repair.

**What will we do?**

Your GM dealer will inspect and, if necessary, replace the transfer case assembly, 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 5 ½ hours.

**What should you do?**

You should contact your GM dealer as soon as possible to have your vehicle transported by **flatbed** hauler to the dealership for repair. A courtesy vehicle will be provided, if needed. Do not drive your vehicle to the dealership. **FOR YOUR SAFETY, DO NOT DRIVE YOUR VEHICLE UNTIL IT HAS BEEN REPAIRED.**

**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 recall 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

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1.888.275.9171), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 26V289.

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.



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