Safety Recall
N262563570 Potential Steering Loss

Release Date: October 2026 **Update:** 02

Update Description: This bulletin has been updated to add additional serial numbers, and new labor codes. Please discard all previous copies of bulletin N262563570.

Attention: **We only expect 159 steering gears needing to be replaced in this recall. Due to limited inventory, do not order for shelf stock, parts are on restriction.** If you have one of the involved vehicles, you MUST place a CSO order and add a SPAC case with the associated VIN.

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 under Reference Number N262563570 on June 11, 2026. 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	Express	2025	2026
GMC	Savana	2025	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.

Condition	General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2025 – 2026 model year Chevrolet Express and GMC Savana vehicles. These vehicles may have a steering gear assembly with a nut that was not properly tightened. A loose nut that separates from the steering gear assembly while driving can cause a loss of steering control, increasing the risk of a crash.
Correction	Dealers will inspect and replace the steering gear assembly as necessary.

Parts

Quantity	Part Name	Part No.
1	Steering Gear	86285183
As Req	Power Steering Fluid	19329448 USA 19329449 CAN

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). **Parts are currently in limited supply. All orders will be reviewed prior to being filled.** If you have one of the involved vehicles, you MUST place a CSO order and add a SPAC case with the associated VIN. **We only expect 159 steering gears needing to be replaced in this recall. Due to limited inventory, do not order for shelf stock, parts are on restriction.** Due to limited inventory, VIN Verification will be conducted on the vehicle identification number you input and if it isn't an OPEN Recall in IVH then the order will not be filled until there are healthy inventory levels. All other orders except SPAC may be cancelled.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. **All orders will be reviewed prior to being filled.**

DO NOT ORDER PARTS WITHOUT VERIFYING EITHER (A) THE TAG LOCATED ON THE STEERING GEAR OF THE VEHICLE CONTAINS A SERIAL NUMBER AS LISTED IN THE BULLETIN (IN THE BELOW CHART), OR (B) THE TAG IS MISSING OR THE SERIAL NUMBER IS ILLEGIBLE.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108629	Inspect Only – No Further Action Required	0.3	ZFAT	N/A
9108630*	Steering Gear Replacement (Includes Inspection) Add: Front Toe Alignment	1.8 0.7	ZFAT	N/A

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

USA and Canada: * Part Return Request for the replaced *Steering Gear* will be available through Global Warranty Management. Refer to *TSB # 25-NA-363 Global Warranty Management (GWM) Warranty Parts Center (WPC) Parts Return Program Information* in SI for detailed information to return the requested *Steering Gear*.

Export Only: * If the inspection fails, take a legible picture of the serial number and submit it with the GWM claim.

Required (Warranty Administrator) – Document the currently installed Steering Gear serial number in the "Correction" field on the job card.

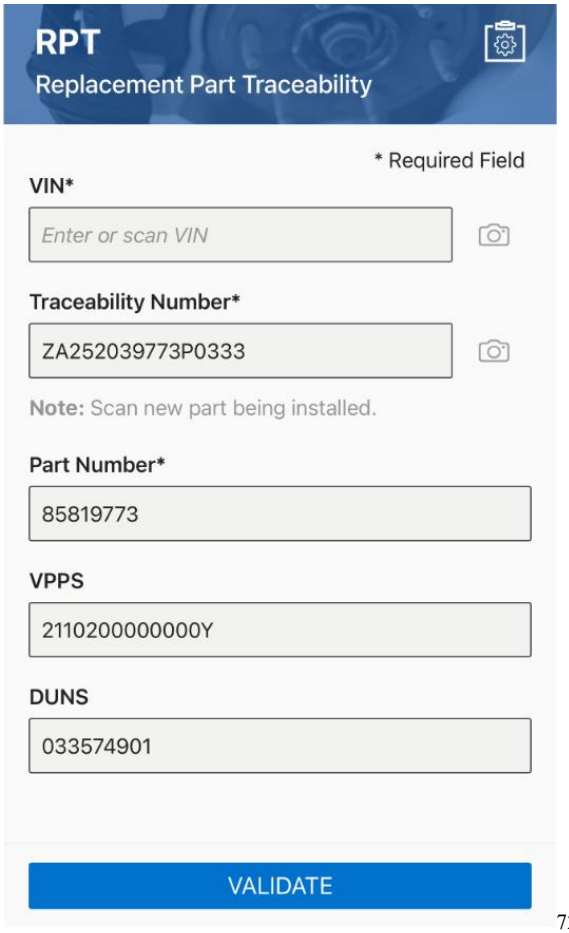
REQUIRED: Replacement Steering Gear serial number (CSMT RPT Method)

IMPORTANT: * (TECHNICIAN) the CURRENTLY INSTALLED STEERING GEAR SERIAL NUMBER IS REQUIRED per the information in the Service Procedure.

It is REQUIRED to record the Steering Gear serial number using the Certified Service Mobile Toolbox (CSMT) Replacement Part Traceability (RPT) App. Refer to *TSB 22-NA-070* for specific information on downloading the App to your mobile phone, how to use/submit the new part serial number/QR code information and other related Q and A.



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If the App is already loaded to your phone, simply:

1. Log into the CSMT RPT application
2. Scan the Vehicle VIN (door pillar QR code or windshield VIN barcode) that the new part is going into and
3. Scan the new part label QR code as shown above and
4. Check the information and if correct then, Submit. (Note: you can verify submission by checking your phone outgoing emails)
5. Repeat steps 1-4 above for currently installed Steering Gear serial number

Failure to submit this serial number by RPT may cause the claim to reject.

Service Procedure

Important: We only expect 159 steering gears needing to be replaced in this recall. Due to limited inventory, do not order for shelf stock, parts are on restriction. If you have one of the involved vehicles, you MUST place a CSO order and add a SPAC case with the associated VIN.

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



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2. Inspect the tag on the steering gear to see if the indicated serial number (above) matches any of the serial numbers in the below chart.
    - Press Control + F to bring up the “Find” toolbar in your internet browser, and type the last EIGHT (8) digits of your steering gear serial number into the toolbar.
    - If you get a match for your last eight dights, check and make sure the remaining digits all match as well.

TZA250246794P0181	TZA251689773P0056	TZA252149773P0246	TZA252229773P0324	TZA253225183P0454
TZA250376794P0163	TZA251719773P0462	TZA252149773P0247	TZA252289773P0172	TZA253465183P0300
TZA250466794P0319	TZA251749773P0110	TZA252149773P0248	TZA252289773P0215	TZA253495183P0148
TZA250766794P0498	TZA251759773P0045	TZA252149773P0249	TZA252515183P0320	TZA253495183P0196
TZA250776794P0042	TZA251759773P0343	TZA252149773P0250	TZA252585183P0019	TZA260305183P0042
TZA250786794P0512	TZA252059773P0182	TZA252149773P0255	TZA252585183P0050	TZA260355183P0425
TZA250906794P0577	TZA252139773P0514	TZA252149773P0257	TZA252685183P0444	TZA260725183P0320
TZA251079773P0386	TZA252149773P0241	TZA252149773P0258	TZA252685183P0473	TZA260825183P0329
TZA251409773P0521	TZA252149773P0244	TZA252149773P0259	TZA252975183P0361	TZA260825183P0332
TZA251429773P0488	TZA252149773P0245	TZA252229773P0191	TZA253225183P0288	TZA260915183P0339
TZA261265183P0217	TZA251889773P0458	TZA252615183P0162	TZA252685183P0305	TZA260905183P0243
TZA250216794P0067	TZA251969773P0426	TZA252615183P0162	TZA260445183P0227	TZA260995183P0040
TZA250246794P0280	TZA251969773P0416	TZA252685183P0305	TZA260495183P0315	TZA261055183P0065
TZA250276794P0364	TZA251969773P0417	TZA252875183P0450	TZA260505183P0319	TZA261115183P0247
TZA250286794P0169	TZA251969773P0427	TZA252955183P0190	TZA260555183P0149	TZA261125183P0303
TZA250306794P0297	TZA251989773P0429	TZA253015183P0056	TZA260555183P0241	TZA261135183P0259
TZA250436794P0161	TZA252039773P0286	TZA253115183P0047	TZA260625183P0297	TZA261145183P0061
TZA250436794P0494	TZA252039773P0294	TZA253365183P0258	TZA260635183P0104	TZA261145183P0161
TZA250666794P0155	TZA252039773P0282	TZA253365183P0270	TZA260685183P0074	TZA261145183P0164
TZA250746794P0626	TZA252129773P0121	TZA253395183P0339	TZA260705183P0272	TZA261145183P0162
TZA251189773P0011	TZA252129773P0117	TZA253515183P0023	TZA260705183P0398	TZA261145183P0166
TZA251369773P0204	TZA252129773P0119	TZA260215183P0324	TZA260755183P0312	TZA261145183P0163
TZA251379773P0231	TZA252129773P0122	TZA260215183P0327	TZA260785183P0066	TZA261145183P0165
TZA251419773P0190	TZA252129773P0115	TZA260275183P0305	TZA260795183P0191	TZA261145183P0171
TZA251419773P0197	TZA252139773P0007	TZA260275183P0330	TZA260845183P0227	TZA261145183P0235
TZA251419773P0397	TZA252149773P0468	TZA260305183P0192	TZA260845183P0274	TZA261175183P0178
TZA251569773P0279	TZA252209773P0017	TZA260335183P0184	TZA260855183P0212	TZA261175183P0232
TZA251629773P0410	TZA252249773P0369	TZA260345183P0285	TZA260865183P0237	TZA261205183P0154
TZA251889773P0458	TZA252465183P0310	TZA260355183P0196	TZA260905183P0243	TZA261265183P0081
TZA251899773P0155	TZA252585183P0294	TZA260365183P0370	TZA260905183P0384	TZA261275183P0341
TZA251909773P0243	TZA252585183P0311	TZA260375183P0512	TZA260915183P0103	TZA261485183P0419
TZA251969773P0415	TZA252585183P0314	TZA260435183P0293	TZA260925183P0217	BLANK
TZA251969773P0420	TZA252605183P0168	TZA260445183P0202	TZA260975183P0088	BLANK

3. If the steering gear serial number matches one of the numbers in the above chart, OR if the tag is missing or illegible, replace the steering gear. Refer to *Steering Gear Replacement* in SI.
    - If the steering gear serial number does not match one of the numbers in the above chart, no further action is required.

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/repaired 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

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.

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. Refer to the most current Home Office Letter (YYYY-604) on the Courtesy Transportation Program for details.

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.

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 2025-2026 Chevrolet Express and GMC Savana 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.

I M P O R T A N T

- Your vehicle is involved in GM recall N262563570.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.
- Drivers may notice degraded steering precision or may notice the steering wheel is off-center when driving straight.

Why is your vehicle being recalled?	These vehicles may have a steering gear assembly with a nut that was not properly tightened. A loose nut that separates from the steering gear assembly while driving can cause a loss of steering control, increasing the risk of a crash.
What will we do?	Your GM dealer will inspect and replace the steering gear assembly as necessary, 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 2 ½ hours.
What should you do?	You should contact your GM dealer to arrange a service appointment as soon as possible
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. 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 1.888.275.9171), or go to http://www.nhtsa.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 26V399.

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

GM Recall: N262563570