Safety Recall
N262562600 Potential Battery Fire

Release Date: July 2026 **Update:** 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.

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.

For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

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.

Danger: Carefully read this bulletin before beginning the remedy procedure. This bulletin contains important legal and safety requirements that must be followed in order to safely replace the vehicle's high voltage battery in compliance with applicable federal, state, provincial, and local laws.

To avoid injury or death, use of a forklift that meets the specifications outlined in bulletin 05-00-89-029 (US) or in the EV Readiness Guides (Canada) is required to safely load and unload crated HV batteries into and out of delivery trucks. Failure to carefully follow the procedures in this bulletin may result in serious injury or death.

Important: Shipment of these high voltage batteries is regulated by dangerous goods transportation laws. GM Dealer Parts and Accessories Policies and Procedures requires that dealers comply with all applicable dangerous goods transportation laws, including but not limited to having at least one employee be certified in the transportation of dangerous goods as required by law. Additional resources for dangerous goods transportation can be found in the latest version of Service Bulletin #99-00-89-019. As the shipper of record, dealers are responsible for compliance with all applicable international, federal, state, provincial, or local dangerous goods transportation laws. This includes, but is not limited to, proper labeling, marking, completion of shipping papers, and packaging. Failure to comply with federal dangerous goods transportation laws may result in a violation of the U.S. Hazardous Materials Transportation Act, as amended, and its implementing regulations issued by the U.S. DOT at Title 49, Volumes 2-3, of the CFR and could subject you to fines of up to $89,678 for each violation, except the maximum fine is $209,249 if the violation results in death, serious illness, or severe injury to any person or substantial destruction of property.

Make	Model	Model Year	
		From	To
Cadillac	ESCALADE IQ	2026	2026
Cadillac	ESCALADE IQL	2026	2026
Chevrolet	Silverado EV	2026	2026
GMC	Sierra EV	2026	2026

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Condition	General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2026 model year Cadillac Escalade IQ, Cadillac Escalade IQL, Chevrolet Silverado EV, and GMC Sierra EV vehicles. The high-voltage batteries in these vehicles may have an internal module component that is not fully secured in place. Battery module components that are not properly secured may move and cause internal damage to the battery. High-voltage batteries with this type of internal damage have increased risk of a fire.
Correction	Dealers will replace the high-voltage batteries in these vehicles.

Parts

Quantity	Part Name	Part No.
1	Battery Assembly (RPO ETN)	24071569
1	Battery Assembly (RPO ETI)	24071572
1	Battery Assembly (RPO EWX)	24071574
6	Coolant	12378390 USA 10953456 CAN

Important: As you perform the following service procedure steps make sure you properly replace any/all of the single use parts per Service Information (SI). Reference GM Parts Connect in accordance with the vehicle VIN for proper part number applications.

Parts Ordering Information, Parts Retention and Returns, and Storage Guidelines: Refer to **23-NA-202** in Service Information.

Warranty Information

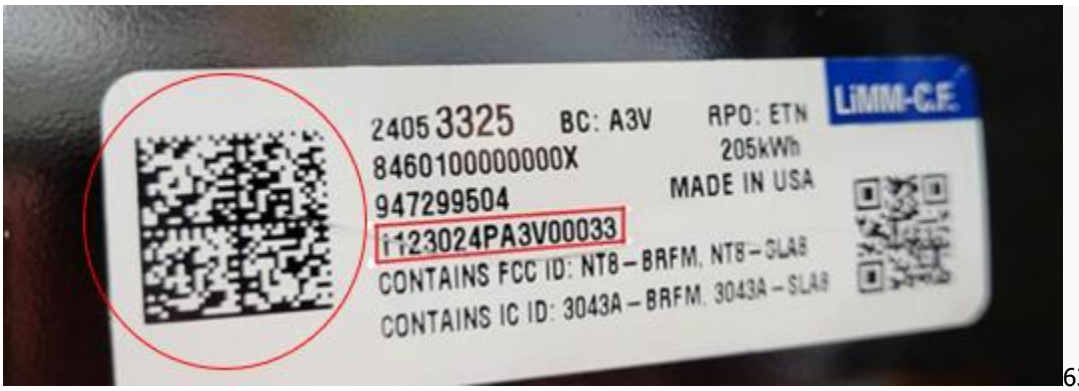
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108510	Hybrid/Electric Vehicle Battery Pack Replacement and Shipping Preparation	9.5	ZFAT	N/A
	Add: Hybrid/EV Battery Inspection & Transportability Assessment	1.0		
	Add: Hybrid/EV Battery and/or Vehicle Isolation Logistics	ST		

Required (Warranty Administrator) – Document the OLD and NEW Battery BINs in the "Correction" field on the job card (per Technician Old and New Battery BIN recording on repair order in service procedure).

REQUIRED: Replacement Battery Identification Number (BIN) Recording (CSMT RPT Method)

IMPORTANT: * (TECHNICIAN) the OLD and NEW BATTERY IDENTIFICATION NUMBER (BIN) RECORDING IS REQUIRED per the information in the Service Procedure.

It is REQUIRED to record the Battery Identification Number (BIN) 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 Old and New Battery

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

Service Procedure

Important: As you perform the following service procedure steps make sure you properly replace any/all of the single use parts per Service Information (SI). Reference GM Parts Connect in accordance with the vehicle VIN for proper part number applications.

Danger: Failure to use the proper Personal Protective Equipment and failure to carefully follow these procedures may result in serious injury or death.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Note: The new Battery Pack provided may have slight differences from your existing battery, such as a lack of the metal heat shields. It is not necessary to transfer anything from the old Battery Pack to the new one.

1. Follow steps 1-9 in 23-NA-151 for Preliminary EV Battery Stability Checks. Reference Safety Recall N262562600 when creating the TAC case.
2. Please refer to 25-NA-199 for information on EV HV Battery Pack Isolation Procedures.
3. Replace the Hybrid/Electric Vehicle Battery Pack. Refer to *Hybrid/Electric Vehicle Battery Pack Replacement and Shipping Preparation* and steps 10-12 in 23-NA-151 in SI.

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4. **REQUIRED (Technician)** - Locate the BIN label on the rear of the battery and record the BIN of both the old and new battery packs on the repair order.

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. 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.

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