

GENERAL MOTORS
DCS7217
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 6, 2025

Subject: N252503100 - Service Update
First Responders Service Label Missing

Models: 2025 Cadillac Escalade IQ
2024-2025 Chevrolet Silverado EV
2022-2025 GMC HUMMER EV Pickup
2024-2025 GMC HUMMER EV SUV
2024-2025 GMC Sierra EV

General Motors is releasing Service Update N252503100 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

END OF MESSAGE

Service Update

N252503100 First Responders Service Label Missing



Release Date: May 2025

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

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.

Note: The objective of this field action is to ensure that the High Voltage Service Lockout Harness has the Emergency Cut Loop label installed and the 12V Battery Negative Cable DOES NOT have the Emergency Cut Loop label installed.

Make	Model	Model Year	
		From	To
Cadillac	Escalade IQ	2025	2025
Chevrolet	Silverado EV	2024	2025
GMC	HUMMER EV Pickup	2022	2025
GMC	HUMMER EV SUV	2024	2025
GMC	Sierra EV	2024	2025

Investigate Vehicle History (IVH) in the GM Global Warranty Management system should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	On certain vehicles listed above, the 12V Battery Negative Cable was erroneously labeled with a First Responder Emergency Cut Loop label.
Correction	Dealers are to inspect and ensure that the High Voltage Service Lockout Harness has the Emergency Cut Loop label installed and the 12V Battery Negative Cable does not have the Emergency Cut Loop label installed.

Parts

Quantity	Part Name	Part No.
1	LABEL-BAT WRNG	20921136

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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107921	Inspect High Voltage Service Lockout Harness and 12V Battery Negative Cable for Emergency Cut Loop label (Includes: Remove Label from 12V Battery Negative Cable if applicable) (Includes: Install Label to High Voltage Service Lockout harness if applicable)	0.2	ZFAT	N/A

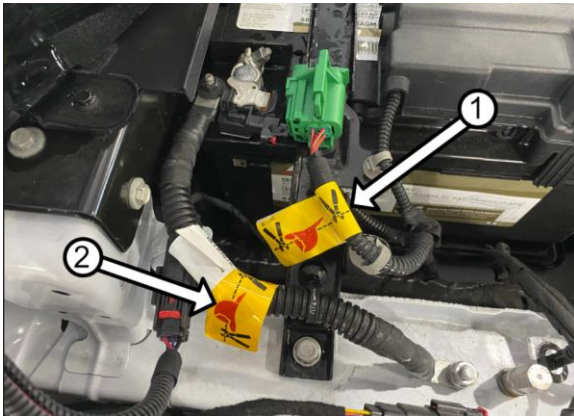
Service Procedure

Note: The objective of this field action is to ensure that the High Voltage Service Lockout Harness has the Emergency Cut Loop label installed and the 12V Battery Negative Cable DOES NOT have the Emergency Cut Loop label installed.

1. Remove the Right Front Compartment Rear Sight Shield. Refer to *Front Compartment Rear Sight Shield Replacement - Right Side* in SI.

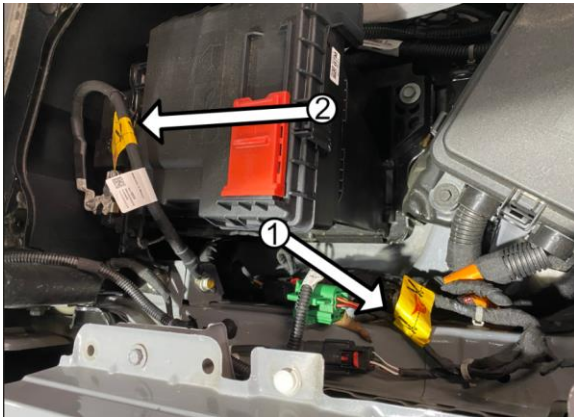
Service Update

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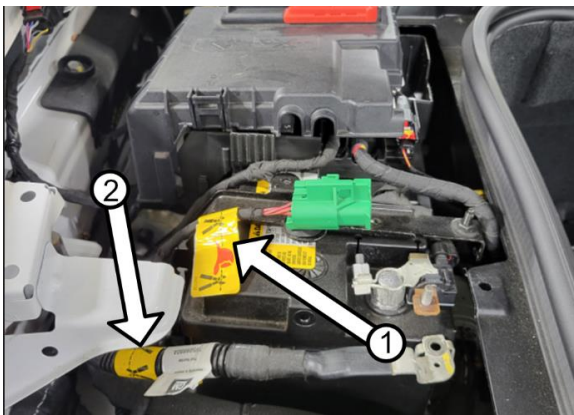
6899396

Note: GMC Hummer EV shown.



6819099

Note: Chevrolet Silverado EV shown. Also applies to GMC Sierra EV.



6899398

Note: Cadillac Escalade IQ shown.

2. Inspect the High Voltage Service Lockout Harness for an Emergency Cut Loop label (1):
 - If the High Voltage Service Lockout Harness has an Emergency Cut Loop label applied (1), proceed to Step 4.
 - If the High Voltage Service Lockout Harness DOES NOT have an Emergency Cut Loop label (1) applied, proceed to Step 3.
3. Install the Emergency Cut Loop label to the High Voltage Service Lockout Harness.
4. Inspect the 12V Battery Negative Cable for an Emergency Cut Loop label (2):
 - If the 12V Battery Negative Cable has the Emergency Cut Loop label applied, proceed to Step 5.
 - If the 12V Battery Negative Cable DOES NOT have the Emergency Cut Loop label applied, proceed to Step 6.

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Important: DO NOT remove the High Voltage Service Lockout Emergency Cut Loop label.

Caution: Use caution to avoid damaging the 12V Battery Negative cable conduit.

5. Using a sharp cutting tool, remove the Emergency Cut Loop label from the 12V Battery Negative Cable.
6. Install the Right Front Compartment Rear Sight Shield. Refer to *Front Compartment Rear Sight Shield Replacement - Right Side* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action 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 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.

Dealer Reports – For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin 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 not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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**