

GENERAL MOTORS
DCS 7214
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 06, 2025

Subject: N242491090 - Service Update
Metal Split In Front Door

Models: 2025 Cadillac ESCALADE IQ

General Motors is releasing Service Update N242491090 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

N242491090 – Metal Split In Front Door



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.

Make	Model	Model Year	
		From	To
Cadillac	ESCALADE IQ	2025	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	Certain vehicles listed above may have a condition in which the metal at the front door inner panel may be split.
Correction	Dealers are to inspect the front side doors and replace the door as necessary.

Parts

Quantity	Part Name	Part No.
1	DOOR, FRT SI - RH	85746563
1	DOOR, FRT SI - LH	85746564

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. There are a small number of vehicles anticipated that will need this fix. Parts should only be ordered when inspection determines that it is necessary to replace the driver or passenger door. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107923	Inspect Only – No Further Action Required	1.2	ZFAT	N/A
9107924	To Replace Front Side Door (Includes Inspection)	3.2	ZFAT	*
	Add: To Paint/Clear Coat	1.8		
	Add: With Tint Coat/Tri-Coat Paint	0.3		
	Add: To Replace and Paint Additional Door	4.3		

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for basecoat/clearcoat needed to perform the required repairs, not to exceed \$140.28 USD, \$193.49 CAD, plus applicable Mark-Up or Landed Cost (for Export).

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Service Procedure

1. Remove the Front Side Door Trim for both front doors. Refer to *Front Side Door Trim Removal and Installation* in SI.



6907719

2. Inspect both front side doors for a split in the sheet metal at the inner bottom rearward corner as pictured above.
 - 2.1 If a split is NOT found, no further action is necessary. Reinstall the Front Side Door Trim. Refer to *Right Front Side Door Trim Removal and Installation* in SI.
 - 2.2 If a split IS found, proceed to step 3.
3. Remove the Front Side Door that has a split and remove all transferable components. Set the transferable components aside to transfer to the new door. Refer to *Front Side Door Replacement* in SI.
4. Prepare the NEW door for painting.
5. Paint the new door. Refer to *Basecoat/Clearcoat Paint Systems* in SI.
6. Clear coat the entire new door.
7. Transfer all components to the new door as necessary and install the NEW door.

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.

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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.



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