

GENERAL MOTORS  
DCS7232  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 20, 2025

Subject: N252503990 - Customer Satisfaction Program  
Oil Plug Seated Improperly

Models: 2025 Cadillac CT5-V Blackwing

General Motors is releasing Customer Satisfaction Program N252503990 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

# Customer Satisfaction Program

## N252503990 Oil Plug Seated Improperly



Release Date: May 2025

Revision: 00

**Attention:** This program is in effect until May 31, 2027.

Make	Model	Model Year	
		From	To
Cadillac	CT5-V Blackwing	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.

<b>Condition</b>	Certain vehicles listed above may have a condition in which the oil plug in the oil pan may not be seated properly.
<b>Correction</b>	Dealers will inspect, and if necessary, press in the oil plug.

### Parts

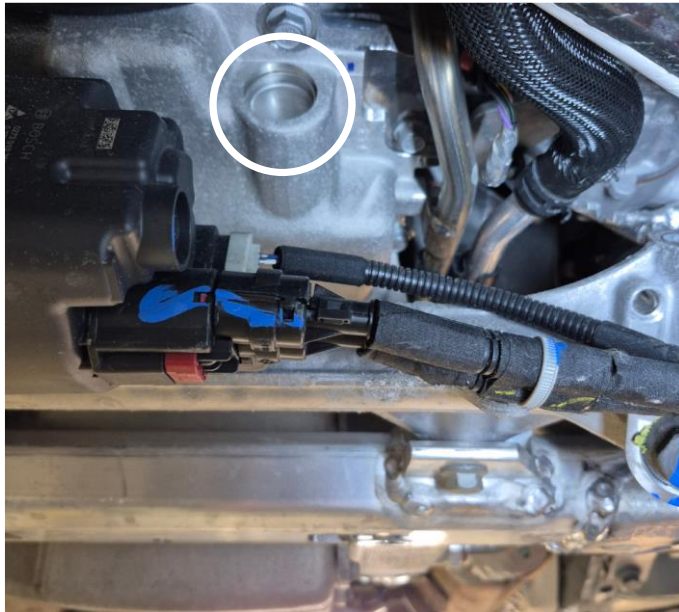
No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107935	Inspect Only – No Further Action Required	1.0	ZFAT	N/A
9107936	Inspect and Press Oil Plug	1.1	ZFAT	N/A

### Service Procedure

1. Remove the Front Cradle Shear Plate. Refer to *Front Cradle Shear Plate Replacement (1SV)* in SI.



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2. Locate the oil pan pickup tube plug on the front of the oil pan (driver's side) as shown.

# Customer Satisfaction Program

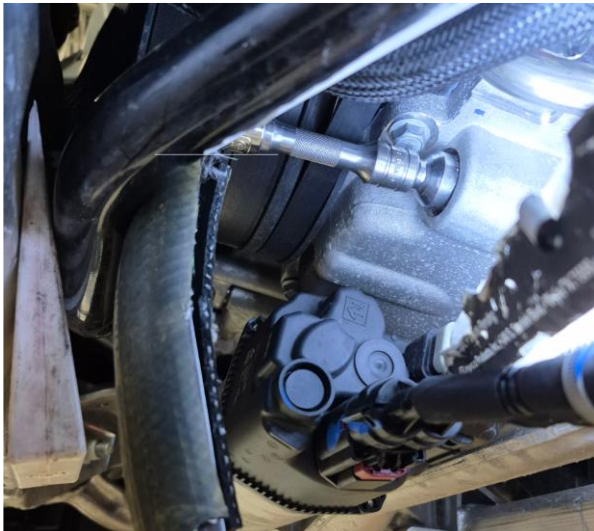
## N252503990 Oil Plug Seated Improperly



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**IMPORTANT:** The depth to which the plug is pressed beyond the counterbore may vary. As long as the counterbore line is visible as indicated above, no further action is required.

3. Inspect the oil pan pickup tube plug.
  - a. If the plug is pressed to a point where the counterbore line is visible (indicated by white arrow above) no further action is required. Proceed to step 6.
  - b. If the plug is NOT pressed deep enough to expose the counterbore line, proceed to the next step.



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**Important:** Do NOT press the plug in too far. You want to put some pressure on it, stop and check the depth, and then repeat, doing this as many times as necessary until you have achieved the appropriate depth. It may not feel like the plug is moving at all, but it will be.

4. Using a 1/2 to 3/8 adapter, an appropriate length extension, and a socket on the other end of the extension as shown, use a prybar to *carefully* press the plug further into the oil pan, frequently checking the depth to ensure you are not pressing it in too far.
  - a. Use a sharpie or some painters tape to make a mark 12mm (1/2 inch) from the end of the 1/2 to 3/8 adapter. This will alert you to when the plug is pressed in about to the depth of the counterbore line.

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- b. Wedging a block of wood or body wedge between the sway bar and the core support will be helpful to prevent flex.
  - c. Wrapping a piece of rubber hose around the pry bar will be helpful to stop it from slipping.
5. Once you have achieved the desired depth by pressing the plug past the counterbore line (as shown in step 3), no further action is required.
6. Reinstall the Front Cradle Shear Plate. Refer to *Front Cradle Shear Plate Replacement (1SV)* in SI.

### Dealer Responsibility

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/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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through the end date as noted in the Attention box. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory or is in your facility for service through the end date as noted in the Attention box, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or sent directly to export dealers. 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.

### Customer Notification

USA & Canada - General Motors will notify customers of this program 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.

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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**

# Customer Satisfaction Program

## N252503990 Oil Plug Seated Improperly



This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your GM vehicle may have a condition in which the oil plug in the oil pan may not be seated properly.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will inspect, and if necessary, press in the oil plug. This service will be performed for you at **no charge until May 31, 2027**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

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), 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.

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

Scan here to  
locate a dealer.



N252503990