

GENERAL MOTORS
DCS7268
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 16, 2025

Subject: N252502891 - Customer Satisfaction Program
Rear Electric Drive Transmission Module Replacement

Models: 2025 Cadillac Escalade IQ
2024-2025 Cadillac LYRIQ
2024 Chevrolet Blazer EV
2024 Chevrolet BrightDrop Zevo 400
2025 Chevrolet BrightDrop 600
2024 Chevrolet Silverado EV
2025 GMC Sierra EV

General Motors is releasing Customer Satisfaction Program N252502891 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.

A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

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.

END OF MESSAGE

Customer Satisfaction Program

N252502891 Rear Electric Drive Transmission Module Replacement



Release Date: July 2025

Revision: 00

Attention: 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.

This program is in effect until August 31, 2027.

Make	Model	Model Year	
		From	To
Cadillac	Escalade IQ	2025	2025
Cadillac	LYRIQ	2024	2025
Chevrolet	Blazer EV	2024	2024
Chevrolet	BrightDrop Zevo 400	2024	2024
Chevrolet	BrightDrop 600	2025	2025
Chevrolet	Silverado EV	2024	2024
GMC	Sierra EV	2025	2025

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Condition	Certain vehicles listed above may have a condition in which the internal differential nut was cross threaded or missing during assembly.
Correction	Dealers will review the vehicles service history in IVH, and if necessary, replace the rear electric drive transmission module.

Parts

Blazer EV & LYRIQ P77

Quantity	Part Name	Part No.
1	MODULE, RR ELEC DRV TRANSAXLE	*
2	BOLT, RR S/ABS	11589358
2	BOLT, RR SUSP LINK	11610909
2	BOLT, RR SUSP TRAILING ARM	11609606
2	BOLT, RR SUSP UPR CONT ARM INR	11610884
2	BOLT, RR DRV MOT RR MT	11603529
1	BOLT, RR DRV MOT MT	11589282
3	BOLT, RR DRV MOT MT (LYRIQ Only)	11609605
As Req'd (Up to 4.6 Qts/4.4 L)	FLUID-A/TRANS (Dextron ULV)	19352619 (US) 19352620 (CAN)
As Req'd (Up to 3.2 Gal/12L)	COOLANT, HIGH VLTG BAT (Dexcool)	12378390 (US) 10953456 (CAN)

Blazer EV S78

Quantity	Part Name	Part No.
1	MODULE, RR ELEC DRV TRANSAXLE	*
2	BOLT, RR DRV MOT RR MT	11571089
1	BOLT, RR DRV MOT MT	11517236
As Req'd (Up to 0.9 Qts/0.8L)	FLUID-A/TRANS	19352619 (US) 19352620 (CAN)

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Silverado EV, Sierra EV & Escalade IQ

Quantity	Part Name	Part No.
1	MODULE, RR ELEC DRV TRANSAXLE	*
2	NUT, RR WHL DRV SHF	11612295
2	WASHER, FRT WHL DRV SHF	11605101
5	BOLT/SCREW-DIFF CARR FRT	11604512
4	BOLT, RR DRV MOT MT	11609605
As Req'd (Up to 4.5 Qts/4.3 L)	FLUID-A/TRANS	19352619 (US) 19352620 (CAN)
As Req'd (Up to 5.7 Gal/21.6L)	COOLANT, HIGH VLTG BAT	12378390 (US) 10953456 (CAN)

Parts - BrightDrop 400 & 600

Quantity	Part Name	Part No.
1	MODULE, RR ELEC DRV TRANSAXLE	*
2	NUT, RR WHL DRV SHF	11612295
2	WASHER, RR WHL DRV SHF	11605101
4	BOLT, RR BRK CLPR BRKT	11570788
8	BOLT, RR AXLE KNU	11610880
2	BOLT, RR DRV MOT RR MT	11603529
4	BOLT, DRV MOT MT	11609605
As Req'd (Up to 4.5 Qts/4.3 L)	FLUID-A/TRANS	19352619 (US) 19352620 (CAN)
As Req'd (Up to 4.8 Gal/18 L)	COOLANT, HIGH VLTG BAT	12378390 (US) 10953456 (CAN)

*Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Rear Drive Unit to order.

For the Drive Units (Remedy Parts) –For U.S. and Canada:

TAC Restriction

The Drive Units required for this program are on restriction through the GM Technical Assistance Center (TAC). Please contact TAC at telephone number US 1-877-446-8227 (Action Center prompt) or Canada 1-800-263-7740 for English or 1-800-263-7960 for French.

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
9107975	Inspect VIN in IVH, No Further Action Required.	0.2		
9107976	Rear Electric Drive Transmission Module Replacement	8.3	ZFAT	N/A
	Blazer EV & Lyriq w/ P77 or P79	2.2		
	Blazer EV w/ S78	6.0		
	Silverado EV/Sierra EV	8.9		
	BrightDrop 400/600	ST		

Service Procedure

- In Global Warranty Management (GWM), look up the VIN in Investigate Vehicle History (IVH) to verify the VIN has not previously had a Rear Electric Drive Transmission Module replaced under the VIN's "Transaction History".
 - If the VIN has previously had a Rear Electric Drive Transmission Module replaced, no further action is required.

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- If the VIN has NOT previously had a Rear Electric Drive Transmission Module replaced, proceed to step 2.
2. Replace the Rear Electric Drive Transmission Module. Refer to *Rear Electric Drive Transmission Module Replacement* 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/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.

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

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 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.

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

N252502891 Rear Electric Drive Transmission Module Replacement



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 internal differential nut was cross threaded or missing during assembly.

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 review the vehicles service history in IVH, and if necessary, replace the rear electric drive transmission module. This service will be performed for you at **no charge until August 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

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, 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.



N252502891