

GENERAL MOTORS
DCS7298
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 16, 2025

Subject: N252508341 - Special Coverage
LM2 Coolant Control Valve Replacement

Models: 2021 – 2023 Cadillac Escalade
2021 – 2022 Chevrolet Silverado 1500
2021 – 2023 Chevrolet Tahoe
2021 – 2023 Chevrolet Suburban
2021 – 2022 GMC Sierra 1500
2021 – 2023 GMC Yukon
2021 – 2023 GMC Yukon XL

General Motors is releasing Special Coverage N252508341 today.

What Should Dealers Do: Dealers can review the attached bulletin and it will also be displayed in Service Information tomorrow. This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

END OF MESSAGE

Special Coverage

N252508341 LM2 Coolant Control Valve Replacement



Release Date: September 2025

Revision: 00

Attention: This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year	
		From	To
Chevrolet	Silverado 1500	2021	2022
Chevrolet	Suburban	2021	2023
Chevrolet	Tahoe	2021	2023
GMC	Sierra 1500	2021	2022
GMC	Yukon	2021	2023
Cadillac	Escalade	2021	2023

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site 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 that could cause the engine coolant control valve to fail an onboard vehicle diagnostic test. If this condition were to occur, the Malfunction Indicator Lamp (Check Engine Light) will illuminate, and a diagnostic trouble code will set. Additionally in some cases, the engine cooling fans may run after the engine is switched off.
Special Coverage	<p>This special coverage covers the condition described above for a period of 15 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after September 16, 2025, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to September 16, 2025, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage (“Customers”) are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer’s right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to replace the engine coolant control valve as necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Engine Coolant Flow Control Valve	40009644
1	Oil Level Indicator Seal	12670252
As Req'd	Engine Coolant	12346290 (US) 10953464 (CA)

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. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Parts are currently in limited supply. Order parts on a CSO = Customer Special Order only. DRO’s may be cancelled. If a SPAC case is required, dealers should place a CSO order (not CSO3) and upgrade the order to a SPAC case themselves. Parts may have quantity limiters in effect. All orders will be reviewed prior to being filled.

Warranty Information

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Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900944	Diagnostic Time Only – No Repair Required	0.1-.03	ZREG	N/A
For vehicles WITHIN the Powertrain, CPO Powertrain, or Emission Ltd Warranty, utilize the regular warranty labor op. For vehicles OUTSIDE of the Powertrain, CPO Powertrain, or Emission Ltd Warranty, utilize labor op 9900945	Engine Coolant Flow Control Valve Replacement ADD: Diagnosis Time	3.4 0.1-0.3	ZREG	N/A
9900946	Customer Reimbursement Approved -For USA and Canada dealers only -For Export dealers only	N/A 0.2	ZREG	*
9900947	Customer Reimbursement Denied – For USA dealers Only	N/A	ZREG	**

Note: The above labor time(s) are published direct from the Labor Time Guide.

Note: You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis.

* For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

- A vehicle may come in with DTC P1098 or other coolant control valve related DTCs, coolant leaks from the Engine Coolant Flow Control Valve, or a complaint of engine cooling fans running after the vehicle has been shut off. Follow appropriate SI diagnostics for these issues.
 - If the diagnostics lead to Engine Coolant Flow Control Valve Replacement, proceed to the next step.
 - If the diagnostics do NOT lead to Engine Coolant Flow Control Valve Replacement, the diagnostic time may be covered under this field action, but no further repairs or diagnosis will NOT.
- Replace the Engine Coolant Flow Control Valve. Refer to *Engine Coolant Flow Control Valve Replacement* in SI.

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

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transportation program details. Refer to the most current Home Office Letter (YYYY-604) on the Courtesy Transportation Program for details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of sample Customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by October 31, 2026. See General Motors Service Policies and Procedures Manual (USA & Canada) or local Policies and Procedures, for details.

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**

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This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

As the owner of a GM vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some vehicles may have a condition that could cause the engine coolant control valve to fail an onboard vehicle diagnostic test. If this condition were to occur, the Malfunction Indicator Lamp (Check Engine Light) will illuminate, and a diagnostic trouble code will set. Additionally in some cases, the engine cooling fans may run after the engine is switched off.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your GM vehicle within 15 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program. For customer's vehicles already outside of the above years and/or miles, we are still offering reimbursement if the issue occurred within the years and miles stated above. Please follow the reimbursement steps below.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage **must be performed by a General Motors dealer**. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you already paid for repairs for the condition described in this letter, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2026, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). ***Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.***

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. You can also use your preferred voice assistant (for example, "Please go to GM.com"), 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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Scan here to
locate a dealer.

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