

GENERAL MOTORS
DCS 7320
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 16, 2025

Subject: N252507500 - Service Update
Rear Lower Control Arm Bolts Not Torqued

Models: 2025 Cadillac ESCALADE IQ
2025 Chevrolet Silverado EV
2025 GMC Sierra EV

General Motors is releasing Service Update N252507500 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.

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.

END OF MESSAGE

Service Update

N252507500 Rear Lower Control Arm Bolts Not Torqued



Release Date: September 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 **September 30, 2027**.

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.

Make	Model	Model Year	
		From	To
Cadillac	ESCALADE IQ	2025	2025
Chevrolet	Silverado EV		
GMC	Sierra EV		

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Condition	Certain vehicles listed above may have a condition in which the rear lower control arm bolts were not fully torqued.
Correction	Dealers are to perform a rear wheel alignment and properly torque all four rear lower control arm bolts.

Parts

No parts are required to complete this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108044	Perform Rear Alignment/ Retorque All Four Rear Lower Control Arm Bolts	1.0	ZFAT	*

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for a ¾ inch drive Torque Wrench and a 30mm ¾ inch drive socket needed to perform the required repairs, not to exceed \$450 USD, \$623 CAD, plus applicable Mark-Up or Landed Cost (for Export). We **strongly** recommend buying the longest torque wrench you can due to the excessive torque required to torque this bolt.

Service Procedure

1. Perform a Rear Wheel Alignment. Refer to *Wheel Alignment Measurement, Rear Caster and Camber Adjustment*, in SI.
2. After finishing the Rear Wheel Alignment, retorque all four Rear Lower Control Arm Bolts, **even if you did not touch them during the alignment**. Torque to 369 ft-lbs (500N-m) .

Dealer Responsibility

Whenever a vehicle subject to this service update 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 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

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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 and 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**