

GENERAL MOTORS  
DCS7325  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 23, 2025

Subject: N252518760 - Customer Satisfaction Program  
Vehicle Certification Label Incorrect

Models: 2025 Chevrolet Express  
2025 GMC Savana

General Motors is releasing Customer Satisfaction Program N252518760 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

## N252518760 Vehicle Certification Label Incorrect



Release Date: September 2025

Revision: 00

**Attention:** 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 October 31, 2027.

Make	Model	Model Year	
		From	To
Chevrolet	Express	2025	2025
GMC	Savana	2025	2025

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.

<b>Condition</b>	Certain vehicles listed above may have a condition in which the vehicle certification label may be incorrect.
<b>Correction</b>	Dealers will inspect, and if necessary, replace the vehicle certification label.

### Parts

Quantity	Part Name	Part No.
1 (As Req)	Vehicle Certification Label	19355584

Dealers should order the label through the EPC.

Note: The label is VIN specific, and the VIN will need to be included on the order.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108054	Inspect Only – No Further Action Required	0.2	ZFAT	N/A
9108055	Vehicle Certification Label Replacement (includes inspection)	0.2	ZFAT	N/A

### Service Procedure

**Important:** Do NOT place the NEW label over existing label.

1. Open the driver's door.

## Customer Satisfaction Program

### N252518760 Vehicle Certification Label Incorrect



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2. Locate the Vehicle Certification Label on the driver's door jamb.
3. Check that the VIN on the Vehicle Certification Label matches the VIN on the dash plate.
  - If the VIN DOES NOT match, proceed to step 4.
  - If the VIN DOES match, no further action is required.
4. Remove the Vehicle Certification Label.
5. Clean the label area on the underside of the hood using a cleaning solvent such as a non-oil based cleaner, preferably isopropyl alcohol (rubbing alcohol), Kent Acrysol, P/N 20005, or an equivalent cleaning solvent or adhesive remover.
6. Affix the new Vehicle Certification Label, in the same location as the removed label.
7. Close the driver's side door.

#### 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.

# Customer Satisfaction Program

## N252518760 Vehicle Certification Label Incorrect



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.

### 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).

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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

## N252518760 Vehicle Certification Label Incorrect



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 vehicle certification label may be incorrect.

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, replace the vehicle certification label. This service will be performed for you at **no charge until October 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.

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](https://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 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.



N252518760