

GENERAL MOTORS
DCS7343
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 14, 2025

Subject: N252517790 - Customer Satisfaction Program
Reaction Carrier Cracks

Models: 2025-2026 Chevrolet Colorado
2025 Chevrolet Express
2025 Chevrolet Silverado 1500
2025-2026 GMC Canyon
2025 GMC Savana
2025 GMC Sierra 1500

General Motors is Customer Satisfaction Program N252517790 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.

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

N252517790 Reaction Carrier Cracks



Release Date: October 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	Colorado	2025	2026
Chevrolet	Express	2025	2025
Chevrolet	Silverado 1500	2025	2025
GMC	Canyon	2025	2026
GMC	Savana	2025	2025
GMC	Sierra 1500	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.

Condition	Certain vehicles listed above, equipped with 8L80 or 8L90 Transmissions, may have a condition in which the reaction carrier cracks.
Correction	Dealers are to replace the reaction carrier.

Parts – Silverado/Sierra

Quantity	Part Name	Part No.
1	CARRIER ASM - REACTION	24059373
2	BOLT, PARK PAWL ACTUATOR BRACKET	11547864
2	BOLT, SENSOR	11548404
1	SEAL, TRANS FLUID CLR	85628205
1	CLAMP, PROP SHF SLIP YOKE BOOT (1 PIECE DRIVESHAFT)	84576034
1	CLAMP, PROP SHF SLIP YOKE BOOT (2 PIECE DRIVESHAFT)	26064275
1	GASKET, CTLTC CONV	84407373
1	CLAMP, TRFER CASE FRT OUTPUT SHF BOOT	84308104
1	GASKET/TRFER CASE ADAP	86816628
As Req'd	DEXRON HP	19417577 (US) 19418066 (CAN)

Parts – Colorado/Canyon

Quantity	Part Name	Part No.
1	CARRIER ASM - REACTION	24059373
2	BOLT, PARK PAWL ACTUATOR BRACKET	11547864
2	BOLT, SENSOR	11548404
1	CLAMP, TRFER CASE FRT OUTPUT SHF BOOT	84308104
1	CLAMP, TRFER CASE FRT OUTPUT SHF BOOT	84124171
1	CLAMP, PROP SHF SLIP YOKE BOOT	84576034
1	GASKET/TRFER CASE ADAP	86816628
1	GASKET, CTLTC CONV	84407373
2	SEAL, TRANS FLUID CLR PIPE	85628209
1	SEAL, TRANS FLUID CLR	85628205
1	MOUNT, TRANS (w/ 4WD)	84653921
1	MOUNT, TRANS (w/ 2WD)	84653922
As Req'd	DEXRON HP	19417577 (US) 19418066 (CAN)

Parts – Savana/Express

Quantity	Part Name	Part No.
1	CARRIER ASM - REACTION	24059373

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2	BOLT, PARK PAWL ACTUATOR BRACKET	11547864
2	BOLT, SENSOR	11548404
1	SEAL, EXH MANIF PIPE (DONUT STYLE)	20987829
2	CLAMP, PROP SHF SLIP YOKE BOOT	85573142
4	BOLT, RR PROP SHF (M5/16-24X1.3)	11548472
2	RETAINER, RR PROP SHF FOR VEHICLES WITH 35MM U-JOINT	23170499
2	RETAINER, RR PROP SHF FOR VEHICLES WITH 30MM U-JOINT	23107857
2	SEAL, TRANS FLUID CLR PIPE FTG (O RING)	12650609
As Req'd	DEXRON HP	19417577 (US) 19418066 (CAN)

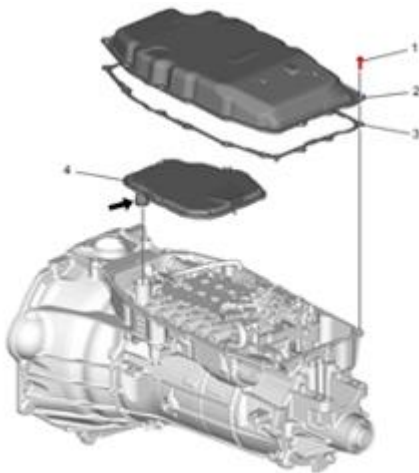
Reminder: Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect. There are a small number of vehicles anticipated that will need this fix. Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108063	Reaction Carrier Replacement		ZFAT	N/A
	Colorado/Canyon			
	2WD	6.8		
	4WD	8.1		
	Silverado/Sierra			
	2WD	6.1		
	4WD	8.0		
	Express/Savana	5.5		

Service Procedure

1. Remove the Transmission from the vehicle and mount to DT-48989 Transmission Holding Fixture. Refer to *Automatic Transmission Removal and Installation* in SI for Colorado/Canyon and Silverado/Sierra. Refer to *Transmission Replacement* in SI for Express/Savana.



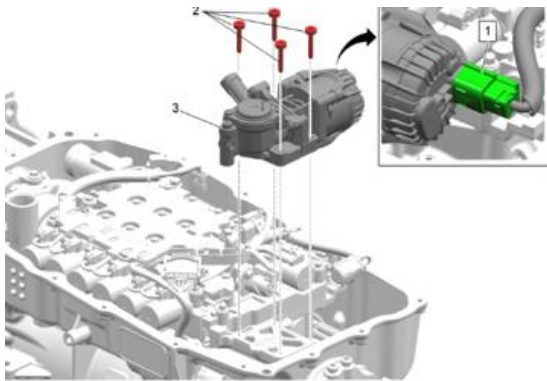
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Note: The fluid pan gasket is reusable. Inspect the gasket to determine if it can be reused. If the gasket is damaged in any way, it should be replaced.

2. Remove the fluid pan bolts (1) and remove the fluid pan and gasket from the transmission. The fluid filter does not need to be removed but may retain fluid.

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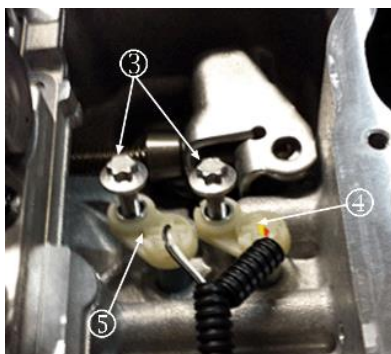
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3. Remove the Automatic Transmission Fluid Pump as indicated above. Refer to *Automatic Transmission Fluid Pump Replacement* in SI.



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4. Remove and discard the two Park Pawl Actuator Bracket Bolts (1).
5. Move the park pawl (2) away from the output carrier assembly gear.

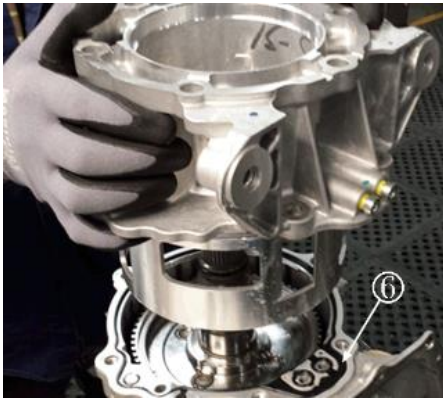


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6. Remove and discard the two Output Speed Sensor wiring harness bolts (3).
7. Position the Transmission Output Speed Sensor (4) and Clutch Input Speed Sensor (5) outside of the access holes.

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8. Turn the transmission vertically and remove the 6 Case Extension Bolts.
9. Carefully remove the Case Extension Assembly and Extension Seal (6).



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10. Remove the Output Shaft Bearing and note the orientation.



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11. Remove the Output Shaft.



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12. Remove the Output Sun Gear Thrust Bearing.

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13. Remove the Output Sun Gear.



14. Remove the Output Carrier Assembly and the Reaction Carrier Assembly.

15. Install a new Reaction Carrier. Refer to *Reaction Carrier Overhaul* in SI.

16. Reverse steps above to reassemble the carrier assemblies into the Transmission, up to the point in which the output shaft is installed.



17. Install the Output Shaft Bearing into the case extension assembly. It may be helpful to apply a small amount of Transgel between the Output Shaft Bearing and the Case Extension bearing pocket (7).

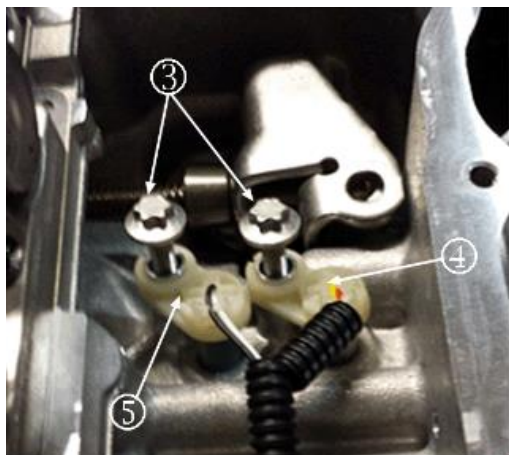


18. Install the Case Extension Seal (6). Ensure the transmission is completely vertical and carefully install the Case Extension assembly. Verify the Output Shaft Bearing has remained in place.

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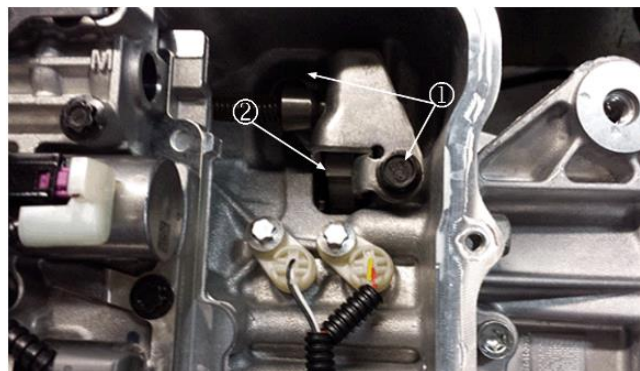


19. Verify the extension fits flush to the seal/case and that the output shaft can be turned with the park pawl disengaged. Install the 6 case extension bolts. Refer to *Case Extension Assembly Installation* in SI.



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20. Turn the Transmission horizontally and install the Transmission Output Speed Sensor (4) and Clutch Input Speed Sensor (5) into their appropriate positions.
21. Install two NEW speed sensor bolts (3). Tighten the bolts a first pass to **4 Nm (35 lb in)**. Tighten the bolts a final pass to **45 degrees**.



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22. Install the Park Pawl (2) into the Output Carrier Assembly Gear and secure the Park Pawl Bracket using 2 NEW Park Pawl Actuator Bracket Bolts (1). Tighten the bolts to **40 Nm (30 lb ft)**. Verify the Park Pawl functions as designed, and that the pawl locks into the output carrier when the transmission is placed in park.
23. Install the Transmission Fluid Pan and gasket. Refer to *Automatic Transmission Fluid, Pan, and/or Filter Replacement* in SI.
24. Install the Transmission into the vehicle. Refer to *Automatic Transmission Removal and Installation* in SI for Colorado/Canyon and Silverado/Sierra. Refer to *Transmission Replacement* in SI for Express/Savana.
25. Fill the transmission to the proper level with NEW transmission fluid. Refer to *Transmission Fluid Level and Condition Check* in SI.
26. Verify the transmission shifts and functions as designed.

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.

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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).

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:

We have learned that your GM vehicle may have a condition in which the transmission reaction carrier cracks.

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 replace your transmission reaction carrier. 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. 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.



N252517790