

GENERAL MOTORS  
DCS7357  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 21, 2025

Subject: N252508350 - Special Coverage  
Engine Coolant Thermostat

Models: 2021 Cadillac XT5  
2021 Cadillac XT6  
2021 Chevrolet Blazer  
2021 GMC Acadia

General Motors is releasing Special Coverage N252508350 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

## N252508350 Engine Coolant Thermostat



Release Date: October 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
Cadillac	XT5	2021	2021
Cadillac	XT6		
Chevrolet	Blazer		
GMC	Acadia		

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.

<b>Condition</b>	Certain vehicles listed above, may have a condition that could cause the engine coolant thermostat to open at a lower temperature than intended. 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.
<b>Special Coverage</b>	<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 October 21, 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 October 21, 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>
<b>Correction</b>	Dealers are to replace the engine coolant thermostat as necessary. The repairs will be made at <b>no charge</b> to the customer.

### Parts

Quantity	Part Name	Part No.
1	HOUSING, ENG COOL THERM	12741009
1	SEAL, RAD OTLT PIPE (O RING)	12623519
2	SEAL, ENG COOL AIR BL PIPE (O RING)	12648547
6	SEAL, INT MANIFOLD	12648665
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.**

# Special Coverage

## N252508350 Engine Coolant Thermostat



### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900950	Diagnostic Time Only – No Repair Required	0.1-.03	ZREG	N/A
For vehicles WITHIN the Powertrain Ltd Warranty or CPO Powertrain Ltd Warranty, utilize the <b>regular warranty labor op.</b>  For vehicles OUTSIDE of the Powertrain Ltd Warranty or CPO Powertrain Ltd Warranty, utilize <b>labor op 9900951.</b>	Engine Coolant Thermostat Housing Replacement	1.9	ZREG	N/A
9900952	Customer Reimbursement Approved -For USA and Canada dealers only -For Export dealers only	N/A 0.2	ZREG	*
9900953	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 P0128 or other coolant thermostat related DTCs, coolant leaks from the thermostat housing, 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 Thermostat Housing Replacement, proceed to the next step.
  - If the diagnostics do NOT lead to Engine Coolant Thermostat Housing Replacement, the diagnostic time needed to verify the thermostat housing may be covered under this field action, but further diagnosis or repair will NOT.
- Replace the Engine Coolant Thermostat Housing. Refer to *Engine Coolant Thermostat Housing 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.

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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

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 November 30, 2026. See General Motors Service Policies and Procedures Manual (USA & Canada) or local Policies and Procedures, for details.

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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**

# Special Coverage

## N252508350 Engine Coolant Thermostat



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 thermostat to open at a lower temperature than intended. 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 November 30, 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](http://gm.com/service). You can also use your preferred voice assistant (for example, "Alexa, go to 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 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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Enclosure  
N252508350