

GENERAL MOTORS
DCS7350
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 22, 2025

Subject: N252521980 - Customer Satisfaction Program
Brake System Control Module Update

Models: 2023 - 2024 Cadillac LYRIQ
2024 Chevrolet Blazer EV
2023 Chevrolet Colorado
2023 GMC Canyon

General Motors is releasing Customer Satisfaction Program N252512980 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

N252521980 Brake System Control Module Update



Release Date: October 2025

Revision: 00

Attention: All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

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.

This program is in effect until November 30, 2027.

Make	Model	Model Year	
		From	To
Cadillac	LYRIQ	2023	2024
Chevrolet	Blazer EV	2024	2024
Chevrolet	Colorado	2023	2023
GMC	Canyon	2023	2023

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Condition	Certain vehicles listed above, may have a condition in which the Brake System Control Module does not have the latest software.
Correction	Dealers are to reprogram the Brake System Control Module.

Parts

Quantity	Part Name	Part No.
1	Brake Master Cylinder w/ Electronic Brake Booster	85868688
1	Brake Master Cylinder w/ Electronic Brake Booster	85848147
1	Brake Master Cylinder w/ Electronic Brake Booster	85774350
1	Brake Master Cylinder w/ Electronic Brake Booster	85850705
1	Pedal Clip	13285340
2	DOT 4 Brake Fluid (US & Mexico)	19299570
2	DOT 4 Brake Fluid (Canada)	19299571
2	DOT 4 Fluid (Korea)	93746642

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Brake System Control Module to order. Colorado/Canyon will not require the Pedal Clip, as they use a reusable bolt.

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

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Warranty Information

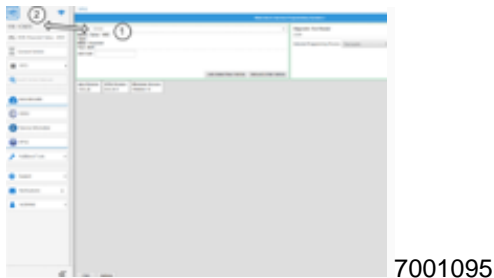
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107833*	BSCM Programming and Hydraulic Test Only – No Further Action Required	0.5	ZFAT	N/A
9107834*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration + BSCM Hydraulics Test	0.4		
9108113	Brake Master Cylinder w/ Electronic Brake Booster Replacement + Brake System Hydraulics Test ADD: Brake System Hydraulics Test (Applies to all vehicles) Lyrq Colorado/Canyon Blazer EV	0.2 5.4 3.2 4.7		

Important: * To avoid warranty transaction rejections, carefully read and follow the instructions below:



- The Warranty Claim Code from the **LAST** programming event must be accurately entered in the “Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.
- For more information about Warranty Claim Codes and retrieving a lost code, refer to *25-NA-281 Information on SPS Warranty Claim Code Submission and Retrieval* in SI.

Service Procedure



IMPORTANT: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu (1) and the top center window (2) match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

IMPORTANT: Failure to follow all notes and cautions within the programming and setup document may result programming error.

1. Reprogram the Brake System Control Module. Refer to *K160 Brake System Control Module Reprogramming* in SI.

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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

- Record SPS Warranty Claim Code on job card for warranty transaction submission. Refer to *25-NA-281 Information on SPS Warranty Claim Code Submission and Retrieval* in SI.

Note: Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

- Connect the MDI to the vehicle.
 - Open GDS.
 - In the Brake System Control Module, clear all codes.
 - Select Brake Hydraulics Test, then on the next screen select Brake Hydraulics Test again.
 - Follow the on-screen instructions until the test is complete.
 - Run the Brake Hydraulics Test a total of **THREE** times.
- Check the Brake System Control Module to see if it has any codes.
- If any U-codes are present in the Brake System Control Module, follow the SI Diagnostic Chart for the code.
 - If any additional repairs or part replacement is required for DTCs present in the Brake System Control Module, perform it under a separate warranty line if the vehicle is under warranty. If the vehicle is NOT under warranty, claim the appropriate warranty labor op on a separate line for the repair and H-route the transaction for approval with a copy of this field action attached.
- If the Brake System Control Module has any remaining non-U codes after step 4, replace the Brake Master Cylinder with Electronic Brake Booster. Refer to *Brake Master Cylinder – With Electronic Brake Booster and Electronic Brake Control Module Replacement* in SI
- Clear codes in the Brake System Control Module.
- Run the Brake System Hydraulics Test one more time referencing the instructions Step 3.
- If any codes return in the Brake System Control Module, perform diagnostics for the codes.
 - If any additional repairs or part replacement is required for DTCs present in the Brake System Control Module, perform it under a separate warranty line if the vehicle is under warranty. If the vehicle is NOT under warranty, claim the appropriate warranty labor op on a separate line for the repair and H-route the transaction for approval with a copy of this field action attached.
- Once the vehicle is fully repaired and has no remaining codes in the Brake System Control Module, you may close this field action.

Programming/Techline Support:

For assistance, Techline Customer Support Center (TCSC) can be contacted using the applicable methods below.

- For US ONLY:** Assistance can be provided by using the Dealer Case Management (DCM) portal in GlobalConnect. If additional support is needed once the DCM case is created, contact TCSC at 1-800-828-6860. For US only a DCM case is required for phone support.
- For Canada:** Contact TCSC at 1-800-828-6860 (English) or 1-800-503-3222 (French).
- For all other regions:** Contact your regional Technical Assistance team for Global Techline Support.

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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/repaired 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. 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).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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

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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 Brake System Control Module does not have the latest software.

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 reprogram the Brake System Control Module. This service will be performed for you at **no charge until November 30, 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. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

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.

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.

We truly appreciate you taking the time to update 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.



N252521980