



Service Bulletin

Bulletin No.: 25-NA-339

Date: November, 2025

INFORMATION

Subject: Engine Oil Change Mobil 1 Supercar 0W40 DexosR Customer Pay Maintenance

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission :
		from	to	from	to		
Cadillac	Escalade Models	2021	2024				
Chevrolet	Silverado 1500	2021	2021			L87	—
	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W/Y)	2022	2022	—	—		
	Silverado 1500 New (RPO J22, VIN Digit 5 = A/D)						
	Silverado 1500	2023	2024				
	Silverado 2500HD/3500HD	2021					
	Suburban						
	Tahoe						
GMC	Sierra 1500	2021	2021				
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8/9)	2022	2022	—	—		
	Sierra 1500 New (RPO J22, VIN Digit 5 = H/U)						
	Sierra 1500	2023	2024				
	Sierra 2500HD/3500HD	2021					
	Yukon Models						

Involved Region or Country	U.S. ONLY
Condition	Under Field Action N252494000/N252494001, the service procedure includes performing a PICO test on vehicle engines within the identified suspect VIN population. If the engine passes the PICO test, the engine oil will be changed from 0W20 to Mobil 1 Supercar 0W40 dexosR. From that point forward, the engine must use 0W40 dexosR oil products for all future oil change services.

Cause	For oil changes following the initial recall service with Mobil 1 0W40 Supercar, GM is announcing the availability of Mobil 1 FS 0W40 dexosR (OIL, ENG SYNTHETIC 0W40 MOBIL 1) at a significantly more competitive price, closely aligned with what customers typically paid for traditional 0W20 oil. This product is available today and ready for use on customer pay maintenance visits.
Correction	<p>GM expects to have enough Mobil 1 FS 0W-40 dexosR, but there may be occasional shortages as production and distribution ramp up. If a customer needs an oil change during this time, and has a GM dealership complete the oil change, the dealer can temporarily use Mobil 1 Supercar 0W-40 until Mobil 1 FS 0W40 is available and can claim up to a \$50 credit using the labor operation provided in this bulletin. We anticipate this bulletin to be removed at the end of December 2025 or once Mobil 1 FS 0W-40 dexosR is consistently available.</p> <p>Important: This credit should be applied to the repair order ensuring the price of a customer pay oil remains aligned with traditional customer pay 0W20 oil changes.</p> <p>How this \$50 cost differential coverage works:</p> <ul style="list-style-type: none"> • Dealers that cannot obtain Mobil 1 FS 0W40 dexosR oil due to supply constraints, can perform the customer pay oil change using Mobil 1 Supercar 0W40 dexosR oil at the existing price. • Dealer should utilize the labor operation specified below for reimbursement of the \$50 credit. This credit should be applied to the repair order ensuring the price of a customer pay oil remains aligned with traditional customer pay 0W20 oil changes. <p>For Customers who have already paid full price for Mobil 1 Supercar 0W-40 dexosR can submit a reimbursement form to receive the \$50 credit. <u>Note:</u> Maintenance events that were not paid by the customer directly with a form of cash are not eligible for this reimbursement. This includes oil changes covered by pre-paid maintenance plans or paid for using My GM Reward Points.</p>

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Important Note

If Mobil 1 FS 0W-40 is available through local distributors, it should be ordered and used. The \$50 credit is intended as a temporary solution until supply stabilizes.

GM will verify that vehicles using the credit meet the following criteria:

- VIN is included in the L87 Field Action N252494000/N252494001
- Field Action Remedy has been Completed for N252494000 or N252494001 (Engine now requires 0W40 dexosR per oil cap)
- Proper mileage intervals between oil changes
- Repair Order (RO) and proof of payment (receipt) exist for a customer-pay oil change, and Mobil 1 Supercar 0W40 dexosR was used (PN 19432866, 19432867 or 19541248 MUST be on Repair Order)

Parts Information

The part numbers below are for reference only, they should not be submitted on the claim, but they should be on the repair order.

Causal Part	Description	Part Number	Qty
N/A	OIL, ENG SYNTHETIC 0W40 MOBIL 1 1QTX6	88862479 (US)	As Required
N/A	OIL, ENG SYNTHETIC 0W40 MOBIL 1 55GAL	88862480 (US)	
N/A	OIL, ENG SUPERCAR 0W40 MOBIL 1 1QT	19432866 (US)	
N/A	OIL, ENG SUPERCAR 0W40 MOBIL 1 55GAL	19432867 (US)	

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
0680008	Oil Change Credit (Using Mobil 1 Supercar 0W40 DexosR)	N/A	ZREG	*
0680028	Customer Reimbursement Approved For USA and Cana- da Dealers Only	N/A	—	**

*Submit the dollar amount credit to Net Item Miscellaneous, not to exceed \$50.00 USD.

**For customers who previously paid for an oil change using Mobil 1 Supercar 0W40 DexosR and that service was completed between (date of recall completion) and (11/07/2025), have the customer complete the reimbursement form below and present it to your dealer with all required documents. Submit in Net/Customer Reimbursement the amount the customer paid for Mobil 1 0W40 above the customary amount for 0W20 (parts only) not to exceed \$50 USD. This is the preferred reimbursement method, however, if the above is not convenient, the customer 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 [December 31, 2025], unless state law specifies a longer reimbursement period.

General Motors Product Field Action Customer Reimbursement Request Form	
This section to be completed by customer (please print)	
Customer Name: _____	
Street Address or P. O. Box Number: _____	
City: _____	State: _____
Zip Code: _____	
Preferred Contact Telephone Number (include Area Code): _____	
Preferred Contact Email Address: _____	
Date Request Form and Supporting Documentation Submitted to Dealer: _____	
Vehicle Identification Number of Involved Vehicle: _____	
Mileage at Time of Repair: _____	Date of Repair: _____
Amount of Reimbursement Requested: \$50.00	
The following documentation <u>MUST</u> accompany this request form.	
Original or clear copy of all receipts, invoices and/or repair orders that show: <ul style="list-style-type: none"> The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. Description of problem, the repair performed, date of repair and who performed the repair. The total cost of the repair expense that is being requested. Proof of payment for the repair in question and the date of payment. 	
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter	
Customer's Signature: _____	
Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the conditions described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-866-467-9700.	

