

GENERAL MOTORS
DCS7379
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 18, 2025

Subject: N252528020 - Service Update
Upper Intermediate Steering Shaft Bolt Low Torque

Models: 2025 Cadillac Escalade ESV
2025-2026 Chevrolet Tahoe
2025 GMC Yukon

General Motors is releasing Service Update N252528020 today. The total number of U.S. vehicles involved is 4.

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.

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin 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 not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

END OF MESSAGE

Service Update

N252528020 Upper Intermediate Steering Shaft Bolt Low Torque



Release Date: November 2025

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire November 30, 2027.

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.

Make	Model	Model Year	
		From	To
Cadillac	Escalade ESV	2025	2025
Chevrolet	Tahoe	2025	2026
GMC	Yukon	2025	2025

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Condition	Certain vehicles listed above may have a condition in which the Upper Intermediate Steering Shaft Bolt is below torque specification.
Correction	Dealers will torque the Upper Intermediate Steering Shaft Bolt to specification.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108207	Retorque Steering Column Intermediate Shaft Bolt	0.3	ZFAT	N/A

Service Procedure



7022323

1. Locate the steering column intermediate shaft bolt underneath the dash as shown.
2. Torque to 33 ft-lbs (45 N-m).

Dealer Responsibility

Whenever a vehicle subject to this service update 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 service update correction has been made before selling or releasing the vehicle.

Service Update

N252528020 Upper Intermediate Steering Shaft Bolt Low Torque



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.

Dealer Reports – For USA and Export

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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.



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Voluntary Technician
Certification**