

GENERAL MOTORS
DCS7399
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 16, 2025

Subject: N252531220 - Service Update
Unable to Update Power Steering Control Module

Models: 2026 Chevrolet Equinox
2025 Chevrolet Equinox EV

General Motors is releasing Service Update N252531220 today. The total number of U.S. vehicles involved is 6.

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

N252531220 Unable to Update Power Steering Control Module



Release Date: December 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 December 31, 2027.

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.

Make	Model	Model Year	
		From	To
Chevrolet	Equinox	2026	2026
Chevrolet	Equinox EV	2025	2025

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Condition	Certain vehicles listed above may have a condition in which the Power Steering Control Module, located within Electric Dual Pinion Rack and Pinion Steering Gear, is unable to be programmed.
Correction	Dealers will replace the Electric Dual Pinion Rack and Pinion Steering Gear.

Parts

Quantity	Part Name	Part No.
1	GEAR ASM – ELEC DUAL PINION RACK & PINION STRG	*
1	SEAL, A/C CMPR HOSE (Equinox EV)	13579648
1	SEAL, A/C EVPR HOSE (Equinox EV)	13579646
2	BOLT, FRT CRADLE BR (Equinox FWD OR AWD)	11588738
1	GASKET, EXH SYS FRT (Equinox FWD OR AWD)	23238284
1	GASKET, EXH SYS RR (Equinox FWD OR AWD)	22816982
1	RETAINER, PROP SHF TO DIFF CARR INTERFACE (Equinox w/ AWD)	23206808
1	SEAL, PROP SHF TO DIFF CARR INTERFACE (Equinox w/ AWD)	23206807
1	RETAINER, PWR TRFER U PROP SHF (Equinox w/ AWD)	23206808
1	SEAL, PWR TRFER U PROP SHF (Equinox w/ AWD)	23206807

*Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Steering Gear to order.

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.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108236	Steering Gear Replacement			
	Equinox w/ FWD	2.5	ZFAT	N/A
	Equinox w/ AWD	4.4		
	Equinox EV	11.0		
ADD: Front Toe and/or Steering Wheel Alignment	0.7			

Note: The above labor time(s) are published direct from the Labor Time Guide.

Service Procedure

1. Replace the Steering Gear. Refer to *Electric Dual Pinion Rack and Pinion Steering Gear Replacement* in SI.

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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.

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.

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than the end date as noted in the Attention box.

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.

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Dealer Reports – For USA and Export

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