

GENERAL MOTORS
DCS7411
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 15, 2026

Subject: N252536640 - Service Update
Front Upper Control Arm Ball Stud Nut Loose or Missing

Models: 2025 Chevrolet Silverado 1500
2025 GMC Sierra 1500

General Motors is releasing Service Update N252536640 today. The total number of U.S. vehicles involved is 2. The VINs are below:

3GCUKFED4SG394627
3GTUUEDD3SG258519

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

N252536640 Front Upper Control Arm Ball Stud Nut Loose or Missing



Release Date: January 2026

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 January 31, 2028.

Please note, there are only 5 VINs involved in this field action:

3GCUKFED4SG394627
 3GTUUED3SG258519
 3GTUUGELXTG149503
 3GCUKFEL9SG270781
 3GTUUCED8SG324220

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	Silverado 1500	2025	2025
GMC	Sierra 1500	2025	2026

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.

Condition	Certain vehicles listed above may have a condition where the front upper control arm ball stud nut may be loose or missing.
Correction	Dealers will inspect, and if necessary, tighten or install a new front upper control arm ball stud nut.

Parts

Quantity	Part Name	Part No.
As Req'd	NUT, FRT UPR CONT ARM BALL STUD	11609282
As Req'd	ARM, FRT UPR CONT LH	85660606
As Req'd	ARM, FRT UPR CONT RH	85660607
As Req'd	ARM, FRT UPR CONT LH (ZRX)	85660608
As Req'd	ARM, FRT UPR CONT RH (ZRX)	85660609
As Req'd	KNUCKLE, STRG – LH	84673207
As Req'd	KNUCKLE, STRG – RH	84673210

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Front Upper Control Arm to order.

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
9108257	Inspect Only – No Further Action Required	0.5	ZFAT	N/A
9108258	Tighten or Install New Front Upper Control Arm Ball Stud Nut (Left and/or Right)	0.5	ZFAT	N/A
	Add: To Replace Upper Control Arm	0.4		
	Add: To Replace Knuckle	1.4		
	Add: Front Wheel Alignment	0.9		

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

Service Update

N252536640 Front Upper Control Arm Ball Stud Nut Loose or Missing



Service Procedure

1. Hoist the vehicle. Refer to *Lifting and Jacking* in SI.
2. Remove both front wheels.

Note: For ZRX applications, it may be necessary to temporarily relocate the wheel speed sensor wire for tool access to the Front Upper Control Arm Ball Stud Nut.

3. Verify **BOTH** left and right Front Upper Control Arm Ball Stud Nuts are installed and fully seated.
 - If either Front Upper Control Arm Ball Stud NUT is loose or missing, inspect for damage and replace any damaged components. A front wheel alignment **MUST** be completed following replacement of any components or if a missing/loose nut was found. Refer to *Steering Knuckle Replacement* or *Front Upper Control Arm Replacement* in SI.
4. Loosen each Front Upper Control Arm Ball Stud Nut. Retorque following the fastening procedure listed below:
 - 4.1 First Pass: 35 Nm (26 lb ft)
 - 4.2 Final Pass: 85-95 degrees
5. Install both front wheels and lower the vehicle.
6. If either Front Upper Control Arm Ball Stud Nut was found loose or any components were replaced, perform a front wheel alignment. Refer to *Wheel Alignment Measurement* in SI.

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.

Dealer Reports – For USA and Export

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.

