

GENERAL MOTORS
DCS7413
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 20, 2026

Subject: REVISION: N252494000-10 – Safety Recall and N252494003-02 –
Special Coverage
L87 Engine Loss of Propulsion
Revised Parts Table

Models: 2021-2024 Cadillac Escalade
2021-2024 Cadillac Escalade ESV
2021-2024 Chevrolet Silverado 1500
2021-2024 Chevrolet Suburban
2021-2024 Chevrolet Tahoe
2021-2024 GMC Sierra 1500
2021-2024 GMC Yukon
2021-2024 GMC Yukon XL

These bulletins are being revised to update the required oil in the parts table for U.S dealers only. Please discard all previous copies of bulletin N252494000 and N252494003 (**Updated Information*).

The following Mobil 1 FS 0W-40 information applies to U.S. dealers only. Other markets, including Canada, Mexico, and Export markets, will be communicated once available.

**Updated Information - GM will now authorize Mobil 1 FS 0W-40 for L87 field action oil changes (N252494000 and N252494003). Mobil 1 Supercar 0W-40 remains the priority product to use for L87 field action oil changes to sell down existing inventory, with FS 0W-40 available as a secondary option.*

All Mobil 1 Supercar 0W-40 inventory purchased for the L87 field actions must be depleted before fully transitioning to Mobil 1 FS 0W-40. L87 field action claims for oil changes using either product will be accepted and reimbursed in full through March 31, 2026. Beginning April 1, 2026, GM will only reimburse L87 field action oil changes performed with Mobil 1 FS 0W-40.

As a reminder, 0W-40 FS is available at a competitive price and should be used for all customer paid maintenance visits.

Also note: Technical Service Bulletin 25-NA-339: Engine Oil Change Mobil 1 Supercar 0W40 DexosR Customer Pay Maintenance is being canceled, please submit all claims before 2/20/26.

END OF MESSAGE

Special Coverage

N252494003 L87 Engine Loss of Propulsion



Release Date: January 2026

Revision: 02

Revision Description: This bulletin is being revised to update the required oil in the parts table. Please discard all previous copies of bulletin N252494003. **(*Updated Information)**.

Attention: The following Mobil 1 FS 0W-40 information applies to U.S. dealers only. Other markets, including Canada, Mexico, and Export markets, will be communicated once available.

***Updated Information** - GM will now authorize Mobil 1 FS 0W-40 for L87 field action oil changes (N252494000 and N252494003). Mobil 1 Supercar 0W-40 remains the priority product to use for L87 field action oil changes to sell down existing inventory, with FS 0W-40 available as a secondary option.

All Mobil 1 Supercar 0W-40 inventory purchased for the L87 field actions must be depleted before fully transitioning to Mobil 1 FS 0W-40. L87 field action claims for oil changes using either product will be accepted and reimbursed in full through March 31, 2026. Beginning April 1, 2026, GM will only reimburse L87 field action oil changes performed with Mobil 1 FS 0W-40.

As a reminder, 0W-40 FS is available at a competitive price and should be used for all customer paid maintenance visits.

Make	Model	Model Year	
		From	To
Cadillac	Escalade	2021	2024
Cadillac	Escalade ESV	2021	2024
Chevrolet	Silverado 1500	2021	2024
Chevrolet	Suburban	2021	2024
Chevrolet	Tahoe	2021	2024
GMC	Sierra 1500	2021	2024
GMC	Yukon	2021	2024
GMC	Yukon XL	2021	2024

Attention: Involved vehicles are identified on the Applicable Warranties section in Investigate Vehicle History (IVH). This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain vehicles listed above, may have a condition where the connecting rod and/or crankshaft engine components in these vehicles may have manufacturing defects that can lead to engine damage and engine failure.
Special Coverage	<p>This special coverage covers if an engine failure occurs in the vehicle as a result of the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after May 23, 2025, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to May 23, 2025, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage (“Customers”) are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer’s right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to replace the engine. The repairs will be made at no charge to the customer.

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Parts

Quantity	Part Name	Part No.
1	ENGINE*	12740076
1	ENGINE*	19420611
1	BELT, ACSRY DRV PRIM	12669858
1	BELT, ACSRY DRV AUX	12658178
1	SEAL, A/C CMPR & CNDSR HOSE	13579648
1	SEAL, A/C CMPR & CNDSR HOSE	13579649
6	BOLT,ENG MT FRM SI	11549180
1	GASKET, ENG OIL CLR	23129010
2	RETAINER,TRANS FLUID CLR PIPE CONN	22988272
1	SEAL,EXH SYS	15035747
1	SEAL,EXH SYS	15077362
8	GASKET,INT MANIF	12626354
2	GASKET,W/PMP	12682391
2	SEAL,TRANS FLUID CLR PIPE FTG	85639955
8	BOLT,ENG MT ENG SI	11548998
10	BOLT,EXH MANIF	11546600
2	GASKET,EXH MANIF	12657093
1	PIPE,FUEL FEED INTER	12679463
1	PIPE,FUEL FEED INTER	12703668
2	SEAL KIT,F/INJR O-RING*	12726902
2	SEAL KIT,F/INJR O-RING*	19432442
1	GASKET,F/PMP BRKT	12679867
1	SEAL,OIL LVL IND	24504031
8	OIL, ENG MOBIL 1 FS 0W40	88862479 (US)
8	OIL, ENG 0W40+ Dexos R++	19432866 (US)
8	OIL,ENG 0W20 Dexos	19432331(US) 19432456(CA)
4	COOLANT,ENG (1 GALLON) Dexcool	12346290(US) 10953464(CA)
1	HOSE ENGINE OIL COOLER	85724972
1	RADIATOR*	85575817
1	RADIATOR*	85575818
1	RADIATOR*	85575815
1	RADIATOR*	85575814

*Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which part to order if two or more part numbers are listed for the same part, as it may vary by vehicle options.

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.**

Note: Choose the applicable one of the oil parts numbers above, Oil/Fluid will be supplied by your Oil Distributor.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
For vehicles WITHIN the New Vehicle, Powertrain Limited Warranty or	Engine Replacement		ZREG	N/A
	Escalade/Tahoe/Suburban/Yukon/Yukon XL			
	2WD w/ F47	18.3		
	2WD w/o F47	18.2		
	4WD w/ F47	18.4		
	4WD w/o F47	18.3		
	Silverado/Sierra			

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CPO Powertrain Warranty, utilize the regular warranty labor op.	2WD	18.5		
	4WD	18.6		
For vehicles OUTSIDE of the New Vehicle, Powertrain Limited Warranty or CPO Powertrain Warranty, utilize labor op 9900927	ADD TIMES (applies to all vehicles/option combinations):			
	Recover/Recharge R1234YF AC system	1.2		
	Recover/Recharge R134A AC system	0.3		
	Inspection and Diagnosis	1.0		
9900928	Diagnosis Only – No Further Action Required	Up To 1.0	ZREG	N/A
9900929	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	**
9900930	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	***

** For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

*** Submit \$10.00 administrative allowance in Net/Admin Allowance.

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

Service Procedure

1. Verify any of the field actions (N252494000, N252494001, N252494002) have been completed and closed in IVH prior to moving forward with this bulletin.
2. A vehicle may come in with a seized engine, P0016 code, or a knocking noise.
3. If a vehicle is exhibiting any of these conditions, check it for basic maintenance/neglect.
 - If the vehicle is not showing any obvious signs of neglect and has a seized engine or a P0016 code, replace the engine. Refer to *Engine Replacement* in SI.
 - If the vehicle IS showing signs of neglect such as low/no oil level, has been hydrolocked, etc, the vehicle is **NOT** covered under this special coverage.
 - If the vehicle has a knocking noise, run the L87 PicoScope Test per field action #N252494000. Determine whether to replace the engine based on the results of that test.
 - If the vehicle has a valvetrain or other top end issue, it is **NOT COVERED** under this special coverage.

Courtesy Transportation – For USA & 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.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle.

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Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by May 31, 2026. See General Motors Service Policies and Procedures Manual (USA & Canada) or local Policies and Procedures, for details.

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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Certification**