

GENERAL MOTORS
DCS 7420
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 27, 2026

Subject: N252524761 - Service Update
Fuel Pump DTCs P228C, P0089, and P00C6

Models: 2023 Chevrolet Equinox
2023 GMC Terrain

General Motors is releasing Service Update N252524761 today.

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

N252524761 Fuel Pump DTCs P228C, P0089, and P00C6



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 February 28, 2029.

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	2023	2023
GMC	Terrain		

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 set a Malfunction Indicator Light. Additionally, the vehicle may set DTCs P228C, P0089, and/or P006C.
Correction	Dealers are to reprogram the Engine Control Module.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108083*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9108084*	Engine Control Module Reprogramming with SPS	0.3		
9108269	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	**
9108270	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

Note: To avoid having to “H” route the customer reimbursement transaction for wholesale approval, it must be submitted prior to the repair transaction.

** For USA & 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.

Important: * To avoid warranty transaction rejections, carefully read and follow the instructions below:



- The Warranty Claim Code from the programming event must be accurately entered in the “Warranty Claim Code” field of the transaction.

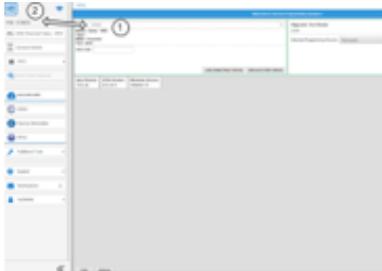
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- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.
- For more information about Warranty Claim Codes and retrieving a lost code, refer to *25-NA-281 Information on SPS Warranty Claim Code Submission and Retrieval* in SI.

Service Procedure



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IMPORTANT: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu (1) and the top center window (2) match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

IMPORTANT: Failure to follow all notes and cautions within the programming and setup document may result in programming error.

1. Reprogram the Engine Control Module. Refer to *Engine Control Module: Programming and Setup* in SI. Carefully read the programming and setup document for further instruction.



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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission. Refer to *25-NA-281 Information on SPS Warranty Claim Code Submission and Retrieval* in SI.

Note: Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Programming/Techline Support:

For assistance, Techline Customer Support Center (TCSC) can be contacted using the applicable methods below:

- **For US ONLY:** Assistance can be provided by using the Dealer Case Management (DCM) portal in GlobalConnect. If additional support is needed once the DCM case is created, contact TCSC at 1-800-828-6860. For US only a DCM case is required for phone support.
- **For Canada:** Contact TCSC at 1-800-828-6860 (English) or 1-800-503-3222 (French).
- **For all other regions:** Contact your regional Technical Assistance team for Global Techline Support.

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.

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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

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.

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 February 28, 2027. See General Motors Service Policies and Procedures Manual (USA & Canada) or local Policies and Procedures, for details.

