

GENERAL MOTORS
DCS7429
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 11, 2026
Subject: N252528650 - Service Update
Body Seal Water Leak
Models: 2024-2025 Chevrolet Equinox EV

General Motors is releasing Service Update N252528650 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.

The Stock VIN list of vehicles in dealer inventory or in-transit is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

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

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Release Date: February 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 29, 2028.

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 EV | 2024 | 2025 |

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 in which water is present in the passenger footwell compartment. |
| Correction | Dealers will inspect the A/C Drain Hose connection and footwell seam sealers. If water is present, refer to 25-NA-149. |

Parts

There are no parts required for this repair.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|-----------------------------------------------------------------|------------|-------------|----------|
| 9108279 | Inspect Driver and Passenger Side Footwells for Water Intrusion | 0.5 | ZFAT | * |
| 9108280 | Repair Water Leak in Footwell (Driver or Passenger) | 0.5 | | |
| | ADD: To Reseat Drain Tube | 0.1 | | |
| | ADD: To Reseal Body Seams (includes leak test) | 0.7 | | |

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for Medium Body Seam Sealing Compound(12378500 US or 10952233 Canada) needed to perform the required repairs, not to exceed \$19.99 USD, \$27.08 CAD, plus applicable Mark-Up or Landed Cost (for Export).

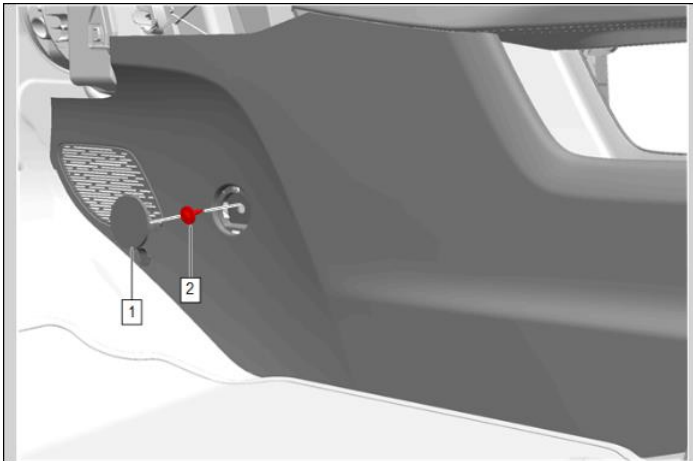
IMPORTANT: If the carpet is wet, dry the carpet. Refer to Floor Carpet Drying in SI. If a musty odor is observed coming from the carpet, refer to TSB 25-NA-149.

Service Procedure

1. Position both front seats at their furthest rearward positions.
2. Remove both Front Floor Panel Mats.

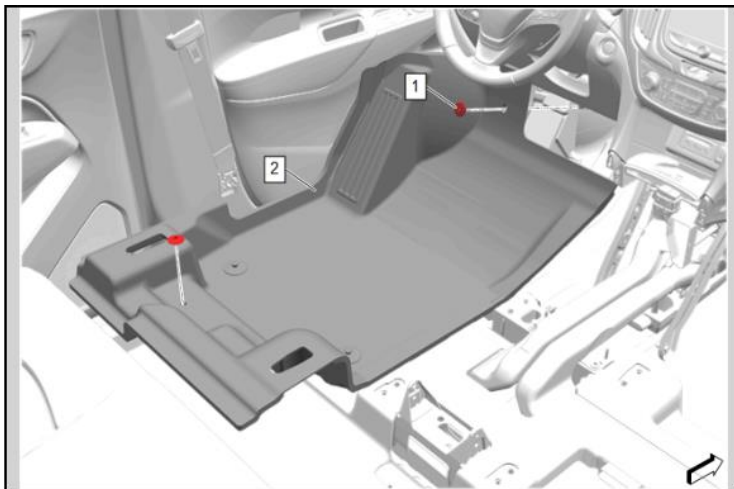
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3. Remove the Left Side Front Floor Console Extension Panel Access Hole Cover (1) and Bolt (2).
4. Loosen the Left Side Front Floor Console Extension Panel. It does NOT need to be removed from the vehicle.
5. Remove the Left Side Door Sill Garnish Molding. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.



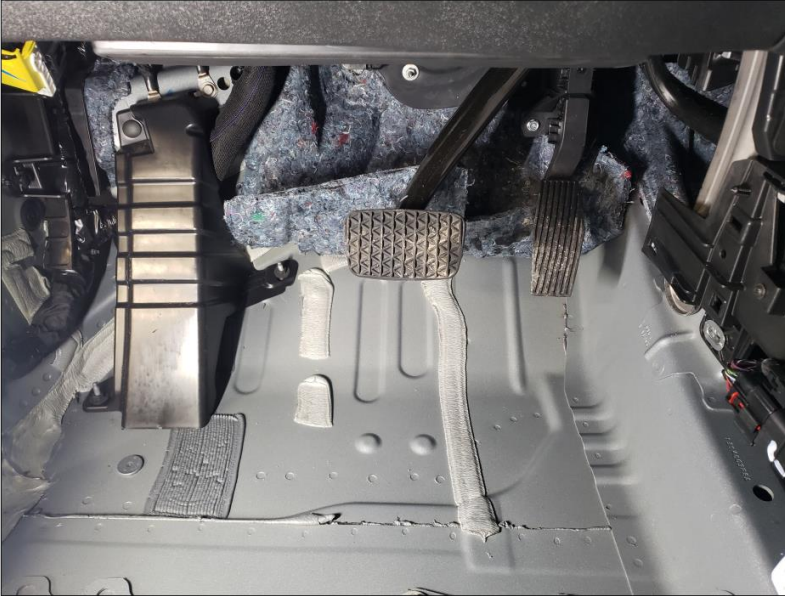
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6. Remove the push retainer (1) and roll back the driver's side carpet.



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7. Inspect the seam sealer in the driver side footwell for any signs of water intrusion. If **ANY** sign of water intrusion or moisture damage is found, contact GM Technical Assistance Center to provide information on location of water found. If directed, refer to *Seam Sealer Repair* below.
- TAC U.S. can be reached at 877-446-8227 for assistance.
 - TAC Canada (English) can be reached at 800-263-7740
 - TAC Canada (French) can be reached at 800-263-7960
8. Reassemble the driver's side carpet and trim.
9. Repeat steps 3-6 to roll back the passenger side carpet.

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10. Remove all 10mm bolts securing the BECM bracket cover and gently lift the cover to provide room for inspection and BECM access.
11. Relocate the BECM aside, but do not disconnect the connectors.
12. Verify the HVAC drain tube is connected. If it is not connected, reseal the connector.



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13. Inspect the seam sealer in the passenger side footwell for any gaps or signs of water intrusion. If **ANY** gap or sign of water intrusion is found, refer to *Seam Sealer Repair* below.
14. If signs of water intrusion are not present: reassemble the passenger side carpet and trim, no further action is required.

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Seam Sealer Repair

IMPORTANT: If the carpet is wet, dry the carpet. Refer to *Floor Carpet Drying* in SI. If a musty odor is observed coming from the carpet, refer to TSB 25-NA-149.

1. Raise the vehicle. Refer to *Lifting and Jacking* in SI.
2. Remove the underbody panel. Refer to *Underbody Front Air Deflector Replacement* in SI.



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Note: Passenger side shown above, Driver's side has the same access.

3. Confirm the leak by applying water to the seam shown above on the appropriate driver or passenger side. After spraying, lower the vehicle and check for water inside the appropriate footwell.
4. After confirming, raise the vehicle again and use compressed air to blow all the water out of the affected area. It must be DRY before applying seam sealer.



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5. Attach a straw/hose to sealer nozzle tip to reach the seam as shown above.
6. Insert the tip of straw/hose between seam of sheet metal and dispense sealer along length of seam. It is recommended to use a small brush to push sealer into gap and smooth over.

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7. Lower the vehicle.
8. Returning to the appropriate side footwell, apply seam sealer along the interior seam sealer where the leak was present.
9. Allow 30 minutes for sealer to skim over. Once it has skimmed over, raise vehicle up and apply water to the repaired area.

IMPORTANT: If the carpet is wet, dry the carpet. Refer to *Floor Carpet Drying in SI*. If a musty odor is observed coming from the carpet, refer to TSB 25-NA-149.

10. If no leaks are present inside the vehicle: reinstall the underbody panel, BECM and bracket, and reassemble all removed carpet and trim.

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/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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