

GENERAL MOTORS
DCS7460
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 1, 2026

Subject: N252529080 - Service Update
RESS High Voltage Header Plug Missing

Models: 2024 – 2025 Chevrolet Brightdrop 400
2023 – 2025 Chevrolet Brightdrop 600
2024 – 2026 Chevrolet Silverado EV
2025 – 2026 Cadillac ESCALADE IQ
2026 Cadillac ESCALADE IQL
2024 – 2026 GMC Hummer EV
2024 – 2026 GMC Sierra EV

General Motors is releasing Service Update N252529080 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

N252529080 RESS High Voltage Header Plug Missing



Release Date: April 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 April 30, 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
Cadillac	ESCALADE IQ	2025	2026
Cadillac	ESCALADE IQL	2026	2026
Chevrolet	Brightdrop 400	2024	2025
Chevrolet	Brightdrop 600	2023	2025
Chevrolet	Silverado EV	2024	2026
GMC	HUMMER EV Pickup	2024	2026
GMC	HUMMER EV SUV	2024	2026
GMC	Sierra EV	2024	2026

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Condition	Certain vehicles listed above may be missing a high voltage header plug on the RESS battery pack drive motor connector.
Correction	Dealers are to inspect the RESS pack connectors and install the proper HV Header Plug if missing.

Parts

Quantity	Part Name	Part No.
As Required	X3 Connector Header Plug	13544801
As Required	X1 Connector Service Kit	WPC896*

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. Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Information below applies ONLY to PN WPC896 (X1 Connector Service Kit)

US & Canada Dealers

*Kit PN WPC896 required to complete this field action is NOT to be obtained from General Motors Customer Care and Aftersales (GMCC&A). PN WPC896 can be obtained from the Warranty Parts Center (WPC) using the TSP Dealer Request Form located on Global Connect<Department - Service Department<Service Forms Application<General Information tab<WPC - Temporary Service Part (TSP) Request Form. Instructions for submitting are on the form. The part number is in the table above.

Please make sure to include the VIN as the WPC will be doing a VIN verification. It is estimated that there are only 50 involved vehicles that will require parts being replaced (2% of the total population). If your VIN isn't on this Field Action then your order will be cancelled.

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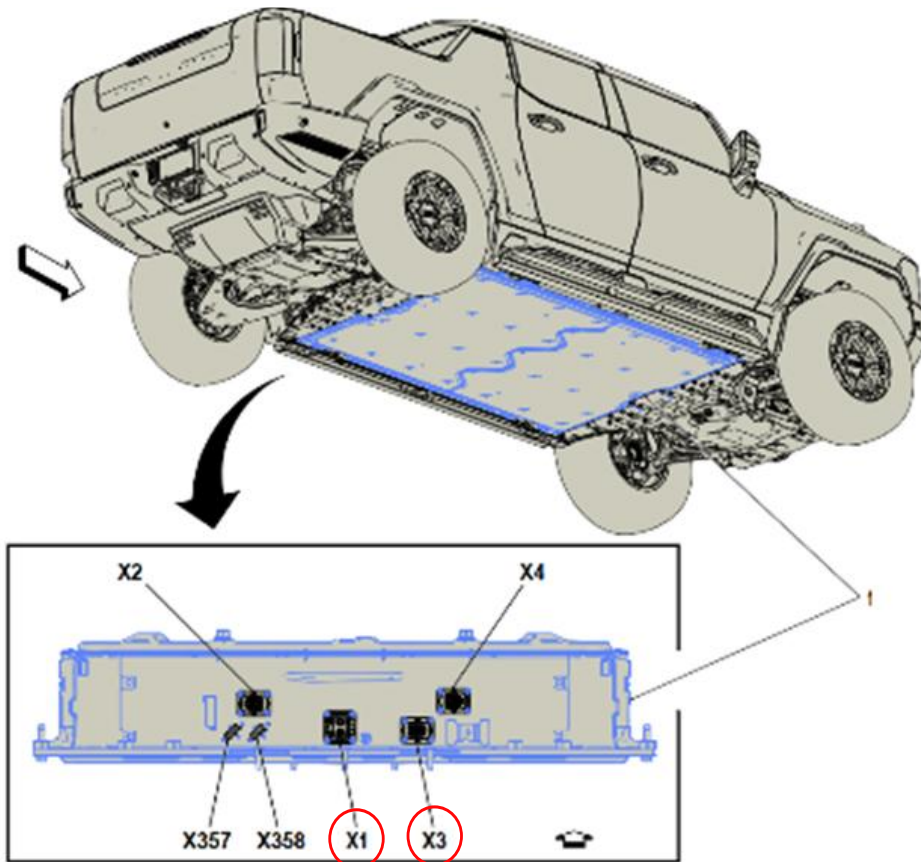
Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108287	Inspect Only – No Problem Found – Includes HV disable, data collection, and inspection	1.7	ZFAT	N/A
9108288	Inspected – Found Issue - Includes HV disable, data collection, inspection, and call to TAC	1.8	ZFAT	N/A

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

Service Procedure

1. Perform SPS2 Hybrid/EV Battery Data Retrieval by following the directions in 25-NA-044.
2. Disable the high voltage system. Refer to *High Voltage Disabling* in SI.
3. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
4. Remove the High Voltage Battery Tray Lower Rear Reinforcement if applicable. Refer to *High Voltage Battery Tray Lower Rear Reinforcement Replacement* in SI.



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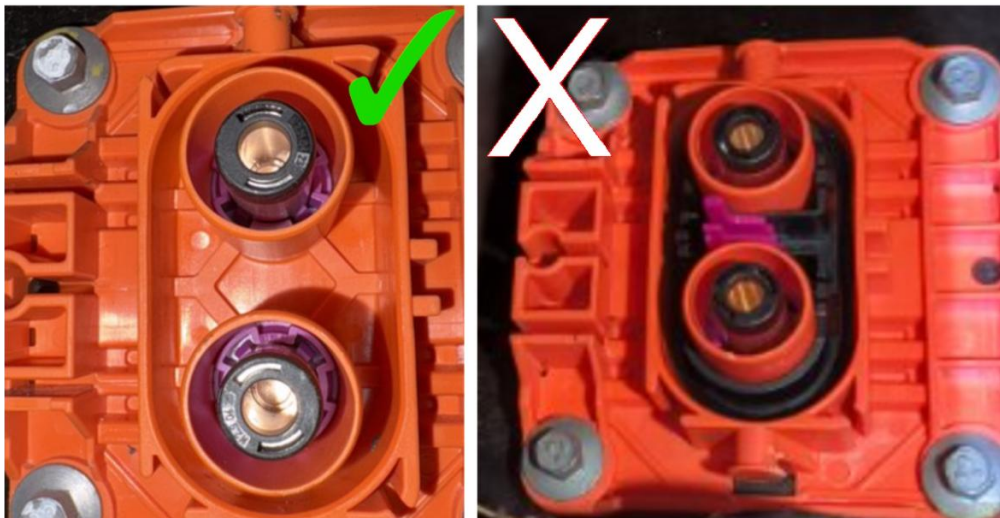
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5. Inspect the rear of the RESS for the presence of a plug/dust cover/dummy connector in the X3 location as shown above.
 - a. If the RESS has an orange plug with a black lever lock installed, no further action is required.
 - b. If the RESS does not have a plug installed, or has only a black dust cover with no lever lock, take photos of the connector.

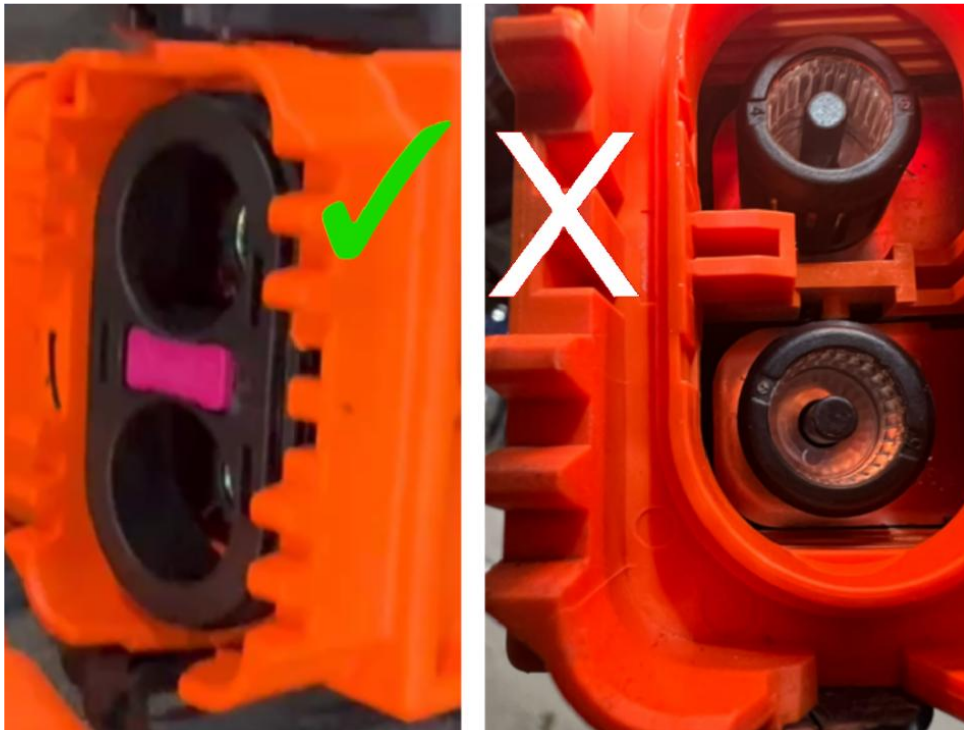


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6. Remove the X1 cable from the X1 connector and inspect for the presence of the black insulator as shown above.
 - a. If the black insulator is NOT present, no further action is required.
 - b. If the black insulator IS present, take photos of the connector.

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7. Inspect the X1 cable to see if it has a black insulator in it.
 - a. If the black insulator IS present, no further action is required.
 - b. If the black insulator IS NOT present, take photos of the cable end.
8. If directed to take a photo of the connector in either step 4 or 5, or the cable in step 7, contact TAC:
 - **U.S. Dealers:** Please contact GM Technical assistance (TAC) by initiating TAC CXC (CX Connect) Case in Global Connect, click on "New TAC Case" found on the Technical Assistance tab.
 - **Canada Dealers:** Call 1-800-263-7740 for English or 1-800-263-7960 for French.If NOT directed to take photos during those steps, or if TAC does not request further action, reinsert the X1 cable to the X1 connector and place a cap on the X3 connector at this point.
9. Reinstall the High Voltage Battery Tray Lower Rear Reinforcement. Refer to *High Voltage Battery Tray Lower Rear Reinforcement Replacement* in SI.
10. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
11. Enable the high voltage system. Refer to *High Voltage Disabling* 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.

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Dealer Reports – For USA and Export

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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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Voluntary Technician
Certification**