

GENERAL MOTORS
DCS7461
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 1, 2026

Subject: N262546590 - Special Coverage
Radiator Inlet Hose Leak

Models: 2025-2026 Buick Enclave
2024-2026 Chevrolet Traverse
2024-2026 GMC Acadia

General Motors is releasing Special Coverage N262546590 today.

This is a phased launch.

What Should Dealers Do: Dealers can review the attached bulletin, and it will also be displayed in Service Information tomorrow. This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

END OF MESSAGE

Special Coverage

N262546590 Radiator Inlet Hose Leak



Release Date: April 2026

Revision: 00

Attention: This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).
This is a phased launch.

Make	Model	Model Year	
		From	To
Buick	Enclave	2025	2026
Chevrolet	Traverse	2024	2026
GMC	Acadia	2024	2026

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. 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 coolant leaks from the radiator hose quick connect at the radiator inlet.
Special Coverage	<p>This special coverage covers the condition described above for a period of 5 years or 60,000 miles (100,000 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 April 1, 2026, 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 April 1, 2026, 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 remove the inlet hose and replace the seal. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
2	Radiator Lower Hose Seal	42966997

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.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900966	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
For vehicles WITHIN the Powertrain Ltd Warranty utilize the regular warranty labor op.	Radiator Inlet Hose Seal Replacement Enclave/Traverse/Acadia Add: Diagnostic Time	1.1 0.1-0.3	ZREG	N/A
For vehicles OUTSIDE of the Powertrain Ltd				

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Warranty, utilize labor op 9900967				
9900968	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900969	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.

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

Service Procedure

Enclave/Traverse/Acadia

1. Inspect the lower radiator hose to see if it is leaking from the hose-to radiator interface.
 - o If the hose is NOT leaking, inform the customer that no further repairs will be covered under this special coverage. No further action is required.
 - o If the hose IS leaking, proceed to step 2.
2. Drain the cooling system. Refer to *Cooling System Draining and Filling* in SI.

Important: Prior to removing the quick connections from the radiator and engine, ensure all debris is cleared to avoid introducing contaminants into the system.

3. Remove the Radiator Inlet Hose from the vehicle. Refer to *Radiator Inlet Hose Replacement* in SI

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Important: Do not use any sharp or metallic tools to remove the old seal to prevent damage to the sealing groove.

4. Remove and discard the old seal from both ends of the quick connect.

Note: Contamination on the new seal could cause it to have premature failure. Ensure your hands are clean before handling the new seal.

Important: Failure to fully clean and remove contamination and corrosion inside of the quick connection could result in premature leaks.

5. Thoroughly clean and inspect the inside of the quick connections with a lint free cloth. Water can also be used to aid in cleaning. **Do NOT** use soap or detergents. If needed, a nylon brush can be used to clean the inside of the quick connection, making sure the sealing groove is free of contamination. **Do NOT** use wire brushes to clean. After cleaning, dry with compressed air.

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6. Before installing the new seal, ensure the correct orientation of the seal by locating the notched side of the seal.
 - The notched side should be pointing to the outside open end of the hose.

Note: If the seal is installed upside-down, you will not be able to fully seat the hose's quick connect onto the radiator and engine.



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7. With the seal properly oriented, insert the seal into the groove on one side of the connector and hold it in the groove with your thumb.



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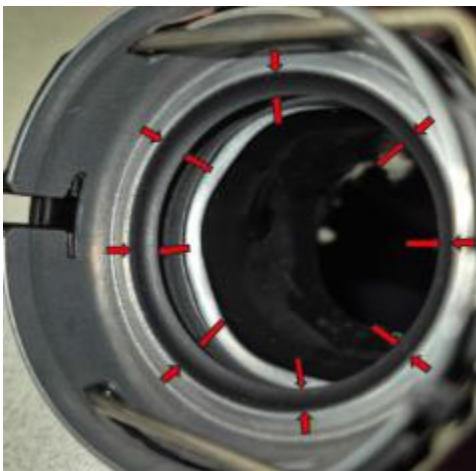


8. Grab the loop of the seal with your other hand while still holding with your thumb and insert the seal further into the groove to fill at least three-fourths of the groove with the seal.
 - As shown in the graphic above, you should only have a small amount of seal unseated in the groove at this point.



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9. Grab the remaining loop, bringing it down to the groove, releasing the seal fully seating it into the groove.
 - Light pressure may be needed to allow the seal to fully seat.



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10. Carefully inspect the seal and ensure it is positioned in the groove all around. Gently press it in with your finger to ensure it is sitting evenly in the groove. Ensure there are no twists, and it is not protruding anywhere.
11. Repeat steps 3-10 on both ends of the inlet hose to ensure both ends have a new seal installed.

Important: Do not use any lubricants, grease, or detergents to install the seal back onto the radiator.

12. Clean and dry the radiator and engine spigot with a clean, dry lint free cloth before reinstalling the inlet hose.

Note: Thoroughly clean all corrosion or contamination buildup on the spigots before reinstalling to avoid leaks.

13. Install the inlet hose. Refer to *Radiator Inlet Hose Replacement* in SI.
14. Fill the cooling system. Refer to *Cooling System Draining and Filling* in SI.
15. Verify there are no leaks from either ends of the inlet hose with the vehicle running.

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Courtesy Transportation

USA - For repairs covered under this Field Action, Courtesy Transportation can be made available ONLY if the customer/vehicle qualify for Courtesy Transportation per Bulletin 07-00-89-037.

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. Refer to the most current Home Office Letter (YYYY-604) on the Courtesy Transportation Program for details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of sample Customer letter included with this bulletin).

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 April 30, 2027. 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.



**We Support
Voluntary Technician
Certification**

Special Coverage

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This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a GM vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some vehicles may have a condition where coolant leaks from the radiator hose quick connect at the radiator inlet.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your GM vehicle within 5 years of the date your vehicle was originally placed in service or 60 miles (100,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program. For customer's vehicles already outside of the above years and/or miles, we are still offering reimbursement if the issue occurred within the years and miles stated above. Please follow the reimbursement steps below.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage **must be performed by a General Motors dealer**. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you already paid for repairs for the condition described in this letter, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by April 30, 2027, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). ***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.***

You may schedule your vehicle for repair using the QR code below. For more information about your vehicle, or if you have questions or concerns that your dealer is unable to resolve, please visit gm.com/service. You can also use your preferred voice assistant (for example, "Please go to GM.com"), or call the Buick, Chevrolet or GMC Customer Assistance Center at 1-866-467-9700. For Cadillac, please call 1-800-333-4223.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Scan here to
locate a dealer.

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Enclosure
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