

GENERAL MOTORS  
DCS7560  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 20, 2026

Subject: UPDATE: N252502890-01, N252502891-01 - Customer Satisfaction Program  
Front/Rear Electric Drive Transmission Module Replacement  
Revised Parts Information, Service Procedure

Models: 2025 Cadillac Escalade IQ  
2024-2025 Cadillac LYRIQ  
2025 Cadillac OPTIQ  
2024 Chevrolet Blazer EV  
2024 Chevrolet BrightDrop 400  
2025 Chevrolet BrightDrop 600  
2024-2025 Chevrolet Equinox EV  
2024 Chevrolet Silverado EV  
2025 GMC Sierra EV

These bulletins have been updated to revise the parts information and the service procedure sections. Please discard all previous copies of N252502890 and N252502891.

END OF MESSAGE

# Customer Satisfaction Program

## N252502890 Front Electric Drive Transmission Module Replacement



**Release Date:** August 2026

**Update:** 01

**Update Description:** This bulletin has been updated to revise the parts information and the service procedure sections. Please discard all previous copies of N252502890.

**Attention:** 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.**

**This program is in effect until August 31, 2027.**

| Make      | Model      | Model Year |      |
|-----------|------------|------------|------|
|           |            | From       | To   |
| Cadillac  | OPTIQ      | 2025       | 2025 |
| Chevrolet | Blazer EV  | 2024       | 2024 |
| Chevrolet | Equinox EV | 2024       | 2025 |

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|                   |                                                                                                                                          |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Condition</b>  | Certain vehicles listed above may have a condition in which the internal differential nut was cross threaded or missing during assembly. |
| <b>Correction</b> | Dealers will review the vehicles service history in IVH, and if necessary, replace the front electric drive transmission module.         |

### Parts

| Quantity                             | Part Name                                                         | Part No.                        |
|--------------------------------------|-------------------------------------------------------------------|---------------------------------|
| 1                                    | MODULE, FRT ELEC DRV TRANSAXLE                                    | 24071551                        |
| 1                                    | GASKET-DRV MOT PWR INV MDL                                        | 24292572                        |
| 1                                    | SEAL-DRV MOT PWR DSTRBN CONT MDL ( <b>Equinox EV</b> )            | 24079628                        |
| 1                                    | COVER-DRV MOT PWR DSTRBN CONT MDL HIGH VLTG CONN ( <b>OPTIQ</b> ) | 24063258                        |
| 3                                    | SEAL, A/C CMPR HOSE                                               | 13579648                        |
| 5                                    | SEAL, A/C EVPR HOSE                                               | 13579646                        |
| 7                                    | SEAL, A/C CNDSR HOSE                                              | 13579649                        |
| 7                                    | BOLT, DRV MOT MT                                                  | 11588743                        |
| 3                                    | BOLT, DRV MOT RR MT                                               | 11609605                        |
| 1                                    | BOLT, DRV MOT MT ( <b>Blazer EV and Equinox EV only</b> )         | 11610916                        |
| 3                                    | BOLT, DRV MOT MT ( <b>OPTIQ Only</b> )                            | 11610916                        |
| 2                                    | BOLT, FRT SUSP STRUT ( <b>Blazer EV only</b> )                    | 11602724                        |
| 2                                    | BOLT, HIGH VLTG A/C CMPR ( <b>Equinox EV Only</b> )               | 11603772                        |
| As Req'd<br>(Up to 3.4<br>Qts/3.2L)  | FLUID-A/TRANS                                                     | 19352619 (US)<br>19352620 (CAN) |
| As Req'd<br>(Up to 2.8<br>Gal/10.4L) | COOLANT, HIGH VLTG BAT                                            | 12378390 (US)<br>10953456 (CAN) |

**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.

# Customer Satisfaction Program

## N252502890 Front Electric Drive Transmission Module Replacement



### Warranty Information

| Labor Operation | Description                                                                                                                                                                                                                                                                                                                              | Labor Time                                                       | Trans. Type | Net Item |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-------------|----------|
| 9107972         | Inspect VIN in IVH, No Further Action Required                                                                                                                                                                                                                                                                                           | 0.2                                                              | ZFAT        | N/A      |
| 9107973         | Front Electric Drive Transmission Module Replacement<br>Blazer EV - P76<br>Blazer EV - S76 with 2S<br>Blazer EV - S76 with 9C1 or 9C3<br>Blazer EV - S76 with XRD or XFD without 2SS<br>Equinox EV - P76 & XRD & K28<br>Equinox EV - P76 & XRD & K20<br>Equinox EV - P9D & FWD<br>OPTIQ<br>ADD: Recover and Recharge R-1234yf A/C System | 8.4<br>11.1<br>12.4<br>10.3<br>11.6<br>11.9<br>12.2<br>ST<br>1.2 | ZFAT        | N/A      |

### Service Procedure

- In Global Warranty Management (GWM), look up the VIN in Investigate Vehicle History (IVH) to verify the VIN has not previously had a Front Electric Drive Transmission Module replaced under the VIN's "Transaction History".
  - If the VIN has previously had a Front Electric Drive Transmission Module replaced, no further action is required.
  - If the VIN has NOT previously had a Front Electric Drive Transmission Module replaced, proceed to step 2.
- Replace the Front Electric Drive Transmission Module. Refer to *Front Electric Drive Transmission Module Replacement (without Drive Motor Power Distribution Control Module)* in SI.

### Dealer Responsibility

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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through the end date as noted in the Attention box. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program 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 program correction has been made before selling or releasing the vehicle.

### Dealer Reports – For USA

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or GWM Field Action Batch Search Report. The Inventory tab of the dealer reports will contain 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 contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

### 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.

# Customer Satisfaction Program

## N252502890 Front Electric Drive Transmission Module Replacement



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

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of sample customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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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.



**We Support  
Voluntary Technician  
Certification**

# Customer Satisfaction Program

## N252502890 Front Electric Drive Transmission Module Replacement



This notice applies to your vehicle, VIN: \_\_\_\_\_

Dear General Motors Customer:

We have learned that your GM vehicle may have a condition in which the internal differential nut was cross threaded or missing during assembly.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will review the vehicles service history in IVH, and if necessary, replace the front electric drive transmission module. This service will be performed for you at **no charge until August 31, 2027**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

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](http://gm.com/service), 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 truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

Scan here to  
locate a dealer.



N252502890