GENERAL MOTORS
DCS7602
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 26, 2026

Subject: N262565450 - Customer Satisfaction Program
High Voltage Battery Replacement

Models: 2025 Chevrolet Equinox EV
2025-2026 Cadillac Escalade IQ
2024 Cadillac LYRIQ
2024-2025 Chevrolet Blazer EV
2023 Chevrolet BrightDrop 600
2025 Chevrolet BrightDrop 400
2024-2025 Chevrolet Silverado EV
2022-2025 GMC HUMMER EV Pickup
2024-2026 GMC HUMMER EV SUV
2024-2026 GMC Sierra EV

General Motors is releasing Customer Satisfaction Program N262565450 today. The total number of U.S. vehicles involved is 66.

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 or in-transit.

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.

END OF MESSAGE

Customer Satisfaction Program
N262565450 High Voltage Battery Replacement

Release Date: October 2026 **Update:** 00

Attention: **High Voltage Battery orders are fulfilled with New or Remanufactured material based on HV Battery criteria, vehicle criteria, and stock availability.**

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.

Danger: Carefully read this bulletin before beginning the remedy procedure. This bulletin contains important legal and safety requirements that must be followed in order to safely replace the vehicle's high voltage battery in compliance with applicable federal, state, provincial, and local laws.

To avoid injury or death, use of a forklift that meets the specifications outlined in bulletin 05-00-89-029 (US) or in the EV Readiness Guides (Canada) is required to safely load and unload crated HV batteries into and out of delivery trucks. Failure to carefully follow the procedures in this bulletin may result in serious injury or death.

Important: Shipment of these high voltage batteries is regulated by dangerous goods transportation laws. GM Dealer Parts and Accessories Policies and Procedures requires that dealers comply with all applicable dangerous goods transportation laws, including but not limited to having at least one employee be certified in the transportation of dangerous goods as required by law. Additional resources for dangerous goods transportation can be found in the latest version of Service Bulletin #99-00-89-019. As the shipper of record, dealers are responsible for compliance with all applicable international, federal, state, provincial, or local dangerous goods transportation laws. This includes, but is not limited to, proper labeling, marking, completion of shipping papers, and packaging. Failure to comply with federal dangerous goods transportation laws may result in a violation of the U.S. Hazardous Materials Transportation Act, as amended, and its implementing regulations issued by the U.S. DOT at Title 49, Volumes 2-3, of the CFR and could subject you to fines of up to $102,348 for each violation, except the maximum fine is $238,809 if the violation results in death, serious illness, or severe injury to any person or substantial destruction of property.

This program is in effect until November 30, 2028.

Make	Model	Model Year	
		From	To
Chevrolet	Equinox EV	2025	2025
Cadillac	Escalade IQ	2025	2026
Cadillac	LYRIQ	2024	2024
Chevrolet	Blazer EV	2024	2025
Chevrolet	BrightDrop 600	2023	2023
Chevrolet	BrightDrop 400	2025	2025
Chevrolet	Silverado EV	2024	2025
GMC	HUMMER EV Pickup	2022	2025
GMC	HUMMER EV SUV	2024	2026
GMC	Sierra EV	2024	2026

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 remanufactured high voltage battery packs were built using modules that were ineligible for reuse and require a second replacement.
Correction	Dealers will replace the high voltage battery.

Parts

Quantity	Part Name	Part No.
3	Coolant	12378390 US 10953456 CA
1	High Voltage Battery Assembly	*

Important: As you perform the following service procedure steps make sure you properly replace any/all of the single use parts per Service Information (SI). Reference GM Parts Connect in accordance with the vehicle VIN for proper part number applications.

* See “Parts Ordering Information” section below.

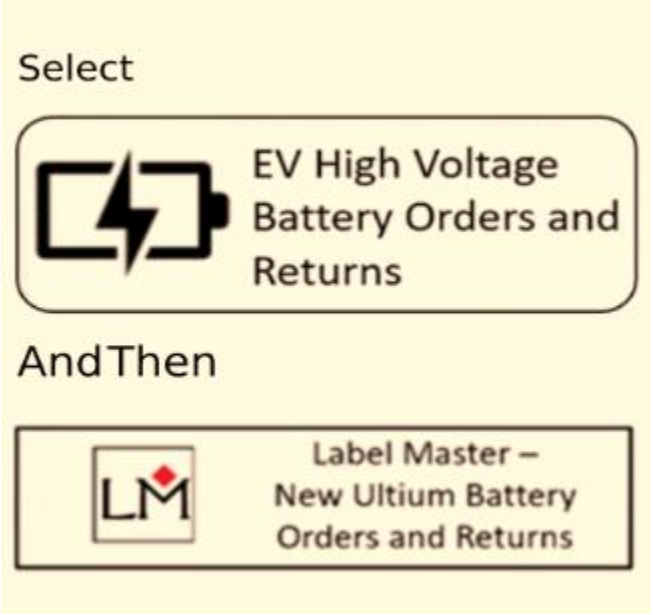
Storage Guidelines for Containerized High Voltage Batteries

- Store the High Voltage Battery and shipping crate flat.
- Protect the High Voltage Battery and shipping crate from exposure to liquids, including rain and snow.
- Protect the High Voltage Battery and shipping crate from physical damage.

Parts Ordering Information

For US Dealers:

In order to simplify the ordering process for high voltage batteries necessary to perform repairs under **THIS RECALL**, the high voltage battery ordering process requiring **AUTHORIZATION FROM THE TECHNICAL ASSISTANCE CENTER (TAC) IS NOT REQUIRED**. Battery ordering will be completed using the Label Master Ultium Battery Orders and Returns app in Global Connect. The app is available in the Global Connect Center.



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Call 1-844-931-4966 or email GMUltiumEVBattery-Support@labelmaster.com for any additional order or core return questions.

An applicable forklift on premise, hoist meeting the specifications published in 05-00-89-029H, the essential tools to perform the recall (listed below), applicable charger and certified EV technician are required.

Note that in addition to order placement, this app is also used to arrange for the high voltage battery core return and to request replacement packaging material and parts.

For Canadian Dealers:

High voltage batteries may be ordered from York Electronics by logging onto the York Electronics website (www.yorkelec.com) using the username and password created for your Dealership.

Canadian dealer online order process:

- Log in to the website
- Complete all required fields and submit the order
- A copy of the order will be emailed to the email address used to log into the online order system
- Once the order is processed by the York Electronics order desk, a confirmation email from York will be sent indicating the order was successfully received

Note: For concerns with the online ordering process, please contact YORK ELECTRONICS OSHAWA at 1-888-650-9675 ext. 307.

Required Information for U.S. and Canada

Dealer Name: _____

Dealer Code: _____

Shipping Address: _____

Contact At Dealership (include phone number and email address): _____

Dealerships Preferred Dealer Delivery Time/Date for Dealer Forklift Operator (Must be within 24 hours of the order time): _____

Hours of operation: _____

VIN #_____

Old Battery Identification Number (BIN): _____

Model Year: _____

Parts Retention and Return

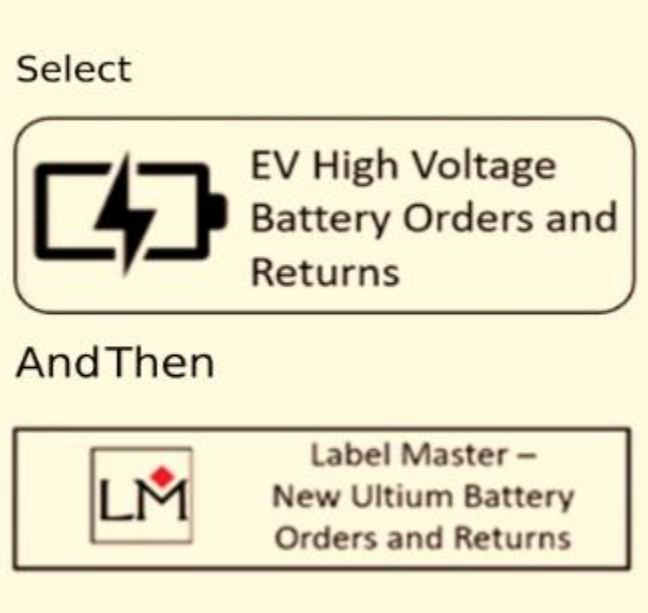
Parts Retention and Returns (United States Service Agents ONLY)

All high voltage batteries are GM assets and must be returned. Dealers are to return the high voltage battery as soon as possible after completion of the repair. If the batteries are not returned within 30 days, the dealers open account will be charged a core non-return fee.

Important: Shipment of these high voltage batteries is regulated by dangerous goods transportation laws. GM Dealer Parts and Accessories Policies and Procedures requires that dealers comply with all applicable dangerous goods transportation laws, including but not limited to having at least one employee be certified in the transportation of dangerous goods as required by law. Additional resources for dangerous goods transportation can be found as part of appendix G in the latest version of Service Bulletin #99-00-89-019. As the shipper of record, dealers are responsible for compliance with all applicable international, federal, state, provincial, or local dangerous goods transportation laws. This includes, but is not limited to, proper labeling, marking, completion of shipping papers, and packaging. Failure to comply with federal dangerous goods transportation laws may result in a violation of the U.S. Hazardous Materials Transportation Act, as amended, and its implementing regulations issued by the U.S. DOT at Title 49, Volumes 2-3, of the CFR and could subject you to fines of up to $102,348 for each violation, except the maximum fine is $238,809 if the violation results in death, serious illness, or severe injury to any person or substantial destruction of property.

High Voltage Battery Core Return Process (United States Service Agents ONLY)

Important: Dealers must submit a core return request through the Label Master Ultium Battery Orders and Returns app in Global Connect. The app is available in the Global Connect Center.



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Call 1-844-931-4966 or email GMUltiumEVBattery-Support@labelmaster.com for any additional order or core return questions.

Danger: Prior to packaging and requesting the core return you are required to verify the core is safe to ship by checking the appropriate box in the Label Master New Ultium Battery Orders and Returns app in Global Connect. Call 1-844-931-4966 for any additional order or core return questions.

DO NOT wait for the warranty claim to be processed before returning the removed high voltage battery. Place a copy of the repair order with the high voltage battery to be returned. Failure to return a copy of the repair order with the shipment may result in a debit. Attach the completed return shipping tag to the shipping crate. DO NOT return the high voltage battery in any crate other than the crate that the service high voltage battery was delivered in. The removed unit must be returned complete in the original shipping crate.

For questions about your order status, how to return exchanged material, or to verify battery receipt contact: 1-833-33 GM BSC (1-833-334-6272)

Note: If the removed high voltage battery is not returned, the entire transaction will be debited, and the dealer will also be charged a non-return fee for the value of a service high voltage battery.

High Voltage Battery Core Return Process (Canadian Service Agents ONLY)

Important: Refer to GM GlobalConnect for the latest GM Canada Parts Bulletin (GMP2018-213) relating to procedures for return of EV Batteries or Sections. This can be found under Parts Bulletins & Resources located in the application section of the Parts Department page.

Dealers can request Core pickup by emailing: GMBatteryReturns@rxo.com.

Dealers should update the BOL with receiving address as directed by the RXO EV battery team.

Note: If the removed high voltage battery is not returned, the entire transaction will be debited, and the dealer will also be charged the value of a service high voltage battery.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108642	Hybrid/Electric Vehicle Battery Pack Replacement (Includes Shipping Preparation)		ZFAT	N/A
	Silverado/Sierra EV	7.9		
	Silverado/Sierra EV (With RPO WD9)	10.3		
	Blazer EV EC5	7.2		
	Blazer EV EC6	7.8		
	LYRIQ	8.9		
	LYRIQ (With RPO XFD)	9.4		
	Escalade IQ	10.6		
	Hummer EV	9.5		
	Equinox EV	7.4		
	BrightDrop Zevo 400	11.3		
	BrightDrop Zevo 600 with K28, XFD, BHD	10.5		
	BrightDrop Zevo 600 with K20, FWD	11.0		
9108643	Customer Reimbursement Approved		ZFAT	*
	- For USA and Canada dealers only	N/A		
	- For Export dealers only	0.2		
9108644	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

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

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.

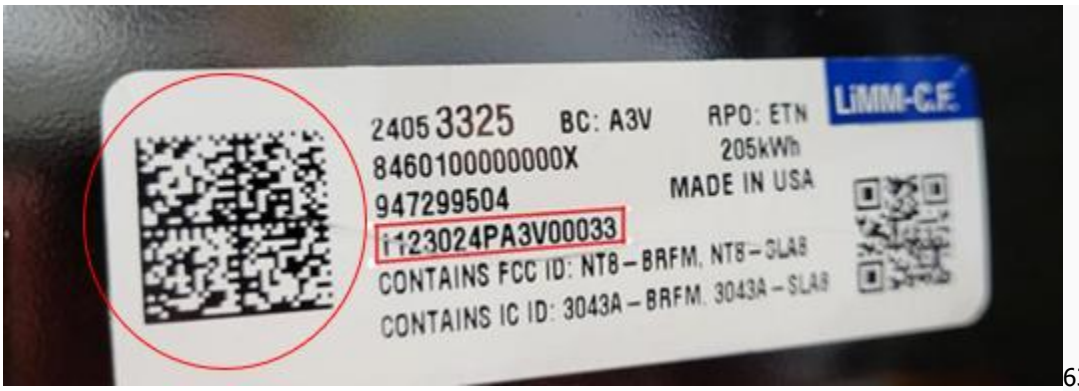
**Submit $10.00 administrative allowance in Net/Admin Allowance.

Required (Warranty Administrator) – Document the OLD and NEW Battery BINs in the "Correction" field on the job card (per Technician Old and New Battery BIN recording on repair order in service procedure).

REQUIRED: Replacement Battery Identification Number (BIN) Recording (CSMT RPT Method)

IMPORTANT: * (TECHNICIAN) the OLD and NEW BATTERY IDENTIFICATION NUMBER (BIN) RECORDING IS REQUIRED per the information in the Service Procedure.

It is REQUIRED to record the Battery Identification Number (BIN) using the Certified Service Mobile Toolbox (CSMT) Replacement Part Traceability (RPT) App. Refer to *TSB 22-NA-070* for specific information on downloading the App to your mobile phone, how to use/submit the new part serial number/QR code information and other related Q and A.



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If the App is already loaded to your phone, simply:

1. Log into the CSMT RPT application
2. Scan the Vehicle VIN (door pillar QR code or windshield VIN barcode) that the new part is going into and

3. Scan the new part label QR code as shown above and
4. Check the information and if correct then, Submit. (Note: you can verify submission by checking your phone outgoing emails)
5. Repeat steps 1-4 above for Old and New Battery

Failure to submit this serial number by RPT may cause the claim to reject.

Service Procedure

Replace the High Voltage Battery Assembly. Refer to *Hybrid/Electric Vehicle Battery Pack Replacement and Shipping Preparation* 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/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.

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.

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.

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 within one year of the date on the customer letter. 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

Customer Satisfaction Program
N262565450 High Voltage Battery 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 a replacement remanufactured high voltage battery pack was built using modules that were ineligible for reuse and require a second replacement.

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 replace the high voltage battery. This service will be performed for you at **no charge until November 30, 2028**. 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.

Reimbursement: Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have 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 within 1 year from the date on this letter, unless state law specifies a longer reimbursement period.

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 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

Enclosure
N262565450