

GENERAL MOTORS
DCS7541
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 28, 2026

Subject: N252519860 - Service Update
Vehicle Can Shift Out of Park

Models: 2023-2026 Chevrolet Silverado 1500

General Motors is releasing Service Update N252519860 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

N252519860 Vehicle Can Shift Out of Park



Release Date: July 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 July 31, 2028.

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.

Involved vehicles will be repaired either through dealer repairs as described in this bulletin or through over the air (OTA) programming. Dealers can and should perform the procedure in this bulletin on any vehicle with an "open" status on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management system. Due to the fact that vehicles will be closed in IVH through successful OTA programming, dealers should always check the status in IVH before performing any vehicle repairs. Refer to Technical Service Bulletin 21-NA-043 for properly maintaining vehicles in dealer inventory.

Make	Model	Model Year	
		From	To
Chevrolet	Silverado 1500	2023	2026

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Condition	Certain vehicles listed above may have a condition in which the vehicle may shift out of park without key fob inside vehicle while in "Protected Idle" Mode.
Correction	Dealers will update the BCM software. Owners who have accepted applicable terms and conditions will have the opportunity to accept these software changes using wireless over-the-air (OTA) technology without having to bring their vehicle to a dealership. Alternatively, owners may have their vehicle serviced at a GM dealer to receive these software updates.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108337*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9108338*	Body Control Module Reprogramming with SPS	0.5		

Important: * To avoid warranty transaction rejections, carefully read and follow the instructions below:



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- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

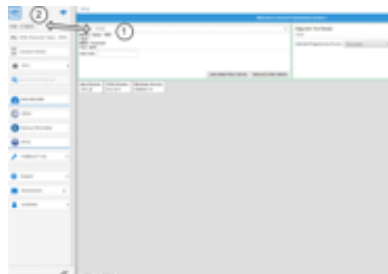
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- For more information about Warranty Claim Codes and retrieving a lost code, refer to 25-NA-281 *Information on SPS Warranty Claim Code Submission and Retrieval* in SI.

Service Procedure



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IMPORTANT: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu (1) and the top center window (2) match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

IMPORTANT: Failure to follow all notes and cautions within the programming and setup document may result in programming errors.

- Reprogram the Body Control Module. Refer to *Body Control Module: Programming and Setup* in SI. Carefully read the programming and setup document for further instruction.



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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

- Record SPS Warranty Claim Code on job card for warranty transaction submission. Refer to 25-NA-281 *Information on SPS Warranty Claim Code Submission and Retrieval* in SI.

Note: Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

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.

Dealer Reports – For USA and Export

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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.

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**