

Customer Satisfaction Program

N262572131 Cylinder Head Drilled Improperly



Release Date: August 2026

Update: 00

Attention: Vehicles involved in this field action were placed on stop delivery August 11, 2026 under Reference Number N262572130.

This bulletin contains an inspection procedure for both dealer inventory and customer vehicles. Vehicles that pass the inspection procedure contained in this bulletin can be sold and delivered to the customer.

Vehicles that DO NOT PASS the inspection procedure contained in this bulletin cannot be sold or delivered to the customer. When parts become available, a revision will be made to this bulletin to allow for the repair of these vehicles.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the inspection procedure contained in this bulletin has been performed and passed on the vehicle.

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 October 31, 2028.

Make	Model	Model Year	
		From	To
Chevrolet	Silverado 2500 HD/3500 HD	2026	2026
GMC	Sierra 2500 HD/3500 HD	2026	2026

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Condition	Certain vehicles listed above may have a condition in which the oil galley in the cylinder head was not drilled properly.
Correction	Dealers are to perform the inspection procedure contained within this bulletin.

Parts

No parts are required for this inspection procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108538	Inspect Only – Vehicle Passed Inspection (No Further Action Required)	0.5	ZFAT	N/A
9108539	Inspect Only – Vehicle Did Not Pass Inspection and Will Require Repair – claim submission will not close field action	0.5	ZFAT	N/A
9108540	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	*

Important: Please select the appropriate labor code when submitting the claim. 9108538 should only be used if the vehicle PASSED the inspection.

Note: To avoid having to “H” route the floor plan transaction for approval, it must be submitted prior to the inspection transaction.

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Floor Plan Reimbursement – NEW INVENTORY ONLY

* **USA & Canada Dealers Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (August 11, 2026) to the date the vehicle passed the inspection, and the vehicle is ready for sale (not to exceed 22 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2026 Chevrolet Silverado 2500 HD/3500 HD	\$23.16	\$13.76
2026 GMC Sierra 2500 HD/3500 HD	\$27.63	\$15.32

Special Tool/Video/Kit

Dealers will require a borescope (ideally with a right-angle attachment at the end) to complete this inspection.

Service Procedure

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



2. Using a borescope (a right angle attachment for the borescope is helpful here if you have one), from underneath the vehicle, inspect the machined surface at the front of the passenger's side head, and at the rear of the driver's side head.
 - If the machined surface (of either cylinder head) has three drill marks, as shown above, **hold this vehicle for further repairs** for that cylinder head. **You must inspect both cylinder heads.**
 - If the machined surface has any number *other* than three drill marks, no further action is required *for that cylinder head only*. **You must inspect both cylinder heads.**

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3. If both cylinder heads pass the inspection, you may close this field action. If one or more cylinder heads **FAILS** the inspection, you must hold the vehicle until you receive further instructions. **You must record the number of drill marks observed on each cylinder head on the repair order.**

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.

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.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.



GENERAL MOTORS
DCS7564
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 28, 2026

Subject: N262572131 - Customer Satisfaction Program
Cylinder Head Drilled Improperly
Inspection Procedure Available

Models: 2026 Chevrolet Silverado 2500 HD/3500 HD
2026 GMC Sierra 2500 HD/3500 HD

General Motors is releasing Customer Satisfaction Program N262572131 today.

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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.

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END OF MESSAGE