



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V819

Manufacturer Name: General Motors, LLC

Submission Date: Nov 25, 2025

NHTSA Recall No.: 25V819

Manufacturer Recall No.: A252516680

Manufacturer Information

Population

Manufacturer Name: General Motors, LLC

Address: 29427 Louis Chevrolet
Road
MAIL CODE 480-210-2V
WARREN MI, 48093

Total number of potentially involved: 94

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2026-2026 CADILLAC VISTIQ

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Mar 12, 2025 - Jun 27, 2025

Number of potentially involved: 94

Descriptive Information:

GM manufacturing records and telematics data were used to identify vehicles whose radio may not have been set to the correct status to download the electronic owner's manual.

Vehicles that were corrected prior to shipment from the plant are not included in this recall.

Defect / Noncompliance Description

Description of the defect or noncompliance:

General Motors has decided that certain 2026 model year Cadillac Vistiq vehicles may fail to conform to certain owner's manual content requirements of the Federal Motor Vehicle Safety Standards (FMVSS), including S12 of FMVSS No. 225, "Child restraint anchorage systems." These vehicles may have been delivered without an owner's manual.

FMVSS1: 225 - Child restraint anchorage systems

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

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Owners may be confused as to the safe use and operation of the vehicle, increasing the risk of injury in a crash.

Description of the cause:

During a manual operation at GM's assembly plant, the vehicle's radio may have been incorrectly left in a status where automatic download of the owner's manual may not occur.

Identification of any warning that can occur:

Owners will also not be able to log in to their myCadillac app from their vehicle.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name:

Address:

Country:

Involved Components

Component Name 1: Owner's Manual

Component Description: Owner's Manual Digital File

Component Part Number: 26VISTIQ_enUS_18933832C

Chronology

On June 25, 2025, a GM brand quality manager submitted a report to GM's Speak Up For Safety (SUFS) system after being notified that some 2026 Cadillac Vistiq vehicles had shipped from the plant without the radio being put into transport mode. Placement into transport mode automatically triggers a reboot of the radio which, among other things, automatically downloads the electronic owner's manual to the vehicle and allows owners to log in to their myCadillac app at delivery. GM opened a product investigation on July 21, 2025.

In July 2025, a technical service bulletin was issued and an email to potentially affected owners was sent, providing instructions on how to easily reboot the radio and resolve this issue by holding down the call-end/mute button for 15 seconds. Even without manual reboot, the radio will self-reboot after 24 hours of accumulated driving time. At that time, this issue was viewed as only a potential customer dissatisfaction issue. Prior to model year 2026, almost all programs included a condensed printed manual with all information required by US regulations, in addition to the electronic owner's manual.

GM's investigation reviewed telematics data showing the status of the radio in potentially affected vehicles to assess whether the vehicle was currently capable of automatic download of the electronic

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owner's manual. GM's investigation also reviewed whether additional pre-delivery processes at the plant and dealers would have corrected this condition before vehicle delivery. GM's investigation found that although most potentially affected vehicles have been corrected, some vehicles in the field would not have had access to the downloaded electronic owner's manual at delivery. These vehicles also do not have a condensed printed manual, which is not provided with 2026 model year Vistiq vehicles. A review of field data found 12 potentially related complaints received by GM between March 14, 2025, and August 6, 2025. GM is not aware of any accidents or injuries associated with this condition.

On November 20, 2025, GM's Safety and Field Decision Authority decided to conduct a noncompliance recall for vehicles whose radios could not be confirmed to have the correct registration status and may not have access to the electronic owner's manual.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Dealers will reset the vehicle radio, which will facilitate automatic download of the electronic owner's manual.

How remedy component differs from recalled component:

The provided owner's manual informs owners as to the safe use and operation of the vehicle.

Identify how/when recall condition was corrected in production:

Retraining of personnel took place on June 26, 2025.

Reimbursement Plan

Description of reimbursement program:

Pursuant to 49 C.F.R. § 573.13(d)(1), all covered vehicles are under warranty, so reimbursement is not offered.

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

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Recall Schedule

Description of recall schedule:

Dealers will be notified on November 25, 2025. Owner notification of an available remedy is estimated to start mailing on January 12, 2026.

Planned Dealer Notification Date: Nov 25, 2025 - Nov 25, 2025☐ No Dealers**Planned Interim Owner Notification Date:**☐ No Owners**Planned Remedy Owner Notification Date:** Jan 12, 2026 - Jan 12, 2026☐ Phased Recall**Date when VIN will be searchable:** Nov 25, 2025