



IMPORTANT SAFETY RECALL

November 2025

This notice applies to your vehicle, **VIN: <VIN>**.

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2025 – 2026 model year Cadillac Optiq and Chevrolet Equinox EV vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall N252525030.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

These vehicles may have one or more 21-inch all-season tires installed as original equipment (RPO QLT) that are being recalled by the tire manufacturer, Continental Tire the Americas, LLC (“Continental”). According to Continental, these tires, which were produced during the week of October 6, 2024 (DOT week 4024), may experience partial or full tread detachment because they were produced with a nonconforming tread base rubber compound. Affected tires could experience partial or full tread detachment which increases the risk of a crash.

What will we do?

Your GM dealer will inspect all four tires and replace those showing DOT week 4024, free of charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 90 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

If you have already replaced an affected tire prior to your receipt of this notice due to the condition described, Continental may reimburse you for the cost of the comparable replacement tire, including mounting, balancing and taxes. To be eligible for reimbursement, you must complete a Reimbursement Request Form and submit this form with the required documents to Continental. The Reimbursement Request Form is available at www.continentaltire.com, scroll to the bottom of the page and click on “*Tire Recall Information*” or you may request a form by calling Continental Customer Relations at 1-888-799-2168.

The tires must meet both DOT and mold numbers in order to be part of the recall. Details of the DOT and mold number combinations can also be found on www.continentaltire.com, scroll to the bottom of the page and click “*Tire Recall Information*.”

Do you have questions?

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.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 25V676.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina Carto
Vice President
Global Vehicle Safety and Systems

Scan here to
locate a dealer.

