

Safety Recall

N252525030 Tire Tread Detachment



Release Date: October 2025

Revision: 01

Revision Description: This bulletin is being revised to update the Continental part number. Please discard all previous copies of N252525030.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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 repair contained in this bulletin has been performed on the vehicle.

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.

Important: Please be sure the factory installed Continental tires are being inspected for this recall and the inspection is not being performed on an alternate set of customer tires, such as winter, performance or accessory substitutes.

Dealer Notification Instructions. Because this recall involves equipment/parts also sold over-the-counter, dealers must search their sales records for over-the-counter sales and provide the recall notice to the purchaser. For recalled equipment sold as a dealer-installed option at the time of vehicle purchase; these VINs will be available on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system and GM will contact these customers.

Please search your part-sales records for over-the-counter sales of the recalled equipment GM Part Number 86774817 (Continental Part Number is 03595120000) and communicate to the purchaser of record the recall notice attached to this bulletin. If the purchaser is a body shop, independent repair shop, or other third-party automotive repair or distribution business, dealers are to notify the purchaser and provide a copy of the recall notice. In either case, the communication of the recall notice attached to this bulletin should be done as soon as reasonably possible.

For US dealers only: For dealers with involved vehicles that can be identified by VIN, a listing with the involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided to US dealers through GM GlobalConnect Maxis Field Action Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Only use this report to conduct the recall-related notifications specified in this bulletin and required by law.

Make	Model	Model Year	
		From	To
Cadillac	OPTIQ	2025	2026
Chevrolet	Equinox EV	2025	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	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. 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
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	compound. Affected tires could experience partial or full tread detachment which increases the risk of a crash.
Correction	Dealers will inspect all four tires and replace those showing DOT week 4024.

Parts

Quantity	Part Name	Part No.
As Req'd	CONTINENTAL CROSSCONTACT RX 275/40R21*	86774817

*The Continental Part Number is 03595120000 if the tires are being ordered outside of the Electronic Parts Catalog (EPC).

US Dealers:

If you have concerns acquiring replacement tires through your normal process, please call the GM Tire Program at 1-877-728-4737.

Canada Dealers:

If you have concerns acquiring replacement tires through your normal process, please contact your District Manager Aftersales.

Warranty Information

For vehicles that are listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108116	Inspect 4 Road Tires for Date Code Information (Inspect Only)	0.2	ZFAT	N/A
9108117	Replace First Tire (Includes Inspection)	0.5		
	Add: Each Additional Tire Replacement	0.3		
	Add: To Rotate New Tires to Rear (Use when only one or two tires are replaced)	0.2		

For vehicles that are NOT listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108118*	Inspect 4 Road Tires for Date Code Information (Inspect Only)	0.2	ZREG	N/A
9108119*	Replace First Tire (Includes Inspection)	0.5		
	Add: Each Additional Tire Replacement	0.3		
	Add: To Rotate New Tires to Rear (Use when only one or two tires are replaced)	0.2		

* Because the VIN is not loaded into IVH, the warranty transaction MUST be H-routed for wholesale authorization.

Service Procedure



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IMPORTANT: Please be sure the factory installed Continental tires are being inspected for this recall and the inspection is not being performed on an alternate set of customer tires, such as winter, performance or accessory substitutes.

1. Inspect **ALL FOUR** tire sidewalls as shown and verify the DOT date code marking is not **4024**.

- If all four DOT date markings are **NOT 4024**, no further action is required.
- If any of the four tires contain the **4024** DOT date marking, the affected tire **MUST** be replaced.

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2. If any tires were replaced, measure the tire on the opposite side of the affected axle. Measure the tire tread depth at multiple points along the most center tread of the tire. Record the smallest or most worn value. There must not be a difference greater than **2/32nds inch (1.58 mm)** tread depth between both tires on a single axle. If there is a difference of more than **2/32nds inch (1.58 mm)**, replace the opposite side tire.
3. If more than one tire was replaced, install the two new tires at the rear of the vehicle.
4. Take a picture of the DOT date code of any tires to be replaced.



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Note: If the bar code is missing from the tire, please document in the repair order and continue to the next step.

5. Take a picture of the tire bar code on any tires to be replaced, located on the bead of tire as indicated above.



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IMPORTANT: Federal regulations require all recalled tires to be completely disabled within 24 hours of removal. If the DOT date is 4024, the tire needs to be rendered completely inoperable immediately after it is removed.

6. Drill two 13mm (1/2 inch) holes in the tire sidewall to ensure it is not put back into service.
7. Attach all pictures to the repair order and attach them to the claim in Global Warranty Management. Please ensure the total file size of the images is less than 10 Mb.
8. Follow your normal part retention process for any replaced tires.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open recall and make every reasonable effort to implement the program correction as set forth in this bulletin prior to 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 recall on their vehicle. For dealer over-the-counter sales, GM dealers will notify customers based on dealer sales-record data.

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

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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