



IMPORTANT SAFETY RECALL

May 2026

This notice applies to your vehicle, **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 2015 model year Cadillac Escalade and ESV; 2015, 2017-2020 model year Chevrolet Suburban; 2016-2017, 2019 model year Chevrolet Tahoe, 2019-2020 model year GMC Yukon, and 2018-2019 model year GMC Yukon XL vehicles with four-wheel drive (4WD). 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 safety recall N262557621.
- **FOR YOUR SAFETY, DO NOT DRIVE YOUR VEHICLE UNTIL IT HAS BEEN REPAIRED.**
- Contact your GM dealer as soon as possible to have your vehicle transported by **flatbed** hauler to the dealership for repair. **Do not drive your vehicle to the dealership.**
- This service will be performed for you at **no charge**. You will also be provided with a courtesy vehicle while your vehicle is being serviced.

Why is your vehicle being recalled?

A component missing from the drivetrain transfer case may cause the front and/or rear wheels to lock-up without warning to the driver. If front or rear wheels lock-up without warning while driving, there is increased risk of a crash. As a precaution, owners should not drive these vehicles until the remedy is performed. GM will be contacting these owners to assist with towing their vehicles to a GM dealership for inspection and, if necessary, repair.

What will we do?

Your GM dealer will inspect and, if necessary, replace the transfer case assembly, 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 5 ½ hours.

What should you do?

You should contact your GM dealer as soon as possible to have your vehicle transported by **flatbed** hauler to the dealership for repair. A courtesy vehicle will be provided, if needed. Do not drive your vehicle to the dealership. **FOR YOUR SAFETY, DO NOT DRIVE YOUR VEHICLE UNTIL IT HAS BEEN REPAIRED.**

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 recall 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 1.888.275.9171), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 26V289.

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.



GM Recall: N262557621