IMPORTANT SAFETY RECALL

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 certain 2025 – 2027 model year Cadillac OPTIQ vehicles fail to conform to S5.1 of Federal Motor Vehicle Safety Standard (FMVSS) No. 118 "Power-operated window, partition, and roof panel systems.", and S5.1 of Technical Standards Document (TSD) No. 118 "Power-Operated Window, Partition and Roof Panel Systems" of Canada Motor Vehicle Safety Standard (CMVSS) No. 118 "Power-Operated Window, Partition and Roof Panel Systems." As a result, GM is conducting a 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 N262567230.
- A software update is available for your vehicle that can be performed remotely with wireless over-the-air technology. If you've already accepted the update, no further action is necessary. If you have not accepted the update, follow the in-vehicle radio prompts or schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

When the express-up feature on the front power windows is activated using the key fob, the windows may fail to stop and reverse automatically if they encounter an object during the final 13 mm of upward travel. If a power window fails to stop and reverse while operating the express-up feature from the key fob, there is an increased risk of injury to a person in its path.

What will we do?

GM will update front side door window software calibrations in the body control module (BCM), free of charge. For vehicles that are capable of receiving software changes using wireless over-the-air (OTA) technology, owners who have accepted the applicable terms and conditions will have the opportunity to accept these software changes via OTA without having to bring their vehicle to the dealership. GM began prompting owners through the vehicle's radio screen on September 25, 2026. Alternatively, owners may schedule to have the updates performed at a GM dealer.

What should you do?

The software update can be performed remotely using wireless over-the-air technology. If you've already accepted the update, no further action is necessary. If you have not accepted the update, you will be notified that the update is available by in-vehicle prompts from the radio display.

This software update is a two-step process which consists of downloading the software update to your vehicle, and then installing it. First, you'll be prompted to accept the software download. In order to successfully accept the download, your vehicle must be parked. After you accept the download, and throughout the downloading process, the vehicle may be driven and operated as normal. Once the download is complete, you'll be asked to accept the software installation. The vehicle must be parked when you accept the installation. It must remain parked, with the ignition in the OFF position, throughout the installation process. Installation will only take up to 15 minutes, and you do not have to stay in your vehicle while the software is installing. Your vehicle will not be operational during the installation process, and must remain parked while the software is installing to your vehicle.

Once the software update is complete, please know that you may need to reconfigure certain vehicle settings or preferences, as they may have been altered as a result of the update.

Upon your next ignition cycle after the installation completes, your vehicle's radio will display a confirmation message that the update was successful. If you receive a message that the installation cannot continue or did not complete successfully, the installation process may retry after your next ignition cycle. If the problem persists, contact your GM dealer to arrange a service appointment as soon as possible.

You can also decline the update by selecting the "Learn More" button, and then "Details" and then the "Decline Update" option. If you decline the update, contact your GM dealer to arrange a service appointment as soon as possible.

If you need to bring your vehicle to the dealer, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes.

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

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 26V612.

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 A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N262567230