

F/CMVSS Noncompliance Recall

N252540430 Missing Owner's Manual



Release Date: April 2026

Revision: 02

Revision Description: This bulletin has been revised to add a copy of the customer letter. Please discard all previous copies of bulletin N252540430.

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 <u>applicable</u> 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.
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Make	Model	Model Year	
		From	To
Buick	Enclave	2026	2026
	Envision	2026	2026
Cadillac	CT5	2026	2026
	Escalade, Escalade ESV	2026	2026
	ESCALADE IQ, ESCALADE IQL	2026	2026
	LYRIQ	2026	2026
	OPTIQ	2025	2026
	VISTIQ	2026	2026
		2026	2026
Chevrolet	Blazer EV	2026	2026
	Bolt	2027	2027
	Colorado	2025	2026
	Corvette	2026	2026
	Equinox	2026	2026
	Equinox EV	2025	2026
	Silverado 1500, Silverado 2500 HD/3500 HD	2026	2026
	Silverado EV	2026	2026
	Tahoe/ Suburban	2026	2026
GMC	Traverse	2026	2026
	Acadia	2026	2026
	Canyon	2025	2026
	HUMMER EV Pickup, HUMMER EV SUV	2026	2026
	Sierra 1500, Sierra 2500 HD/3500 HD	2026	2026
	Sierra EV	2026	2026
	Terrain	2026	2026
	Yukon, Yukon XL	2026	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.

F/CMVSS Noncompliance Recall

N252540430 Missing Owner's Manual



Condition	General Motors has decided that certain: 2025 – 2026 model year Cadillac OPTIQ, Chevrolet Colorado and Equinox EV, and GMC Canyon; 2026 model year Buick Enclave and Envision, Cadillac CT5, Escalade, Escalade ESV, ESCALADE IQ, ESCALADE IQL, LYRIQ, and VISTIQ, Chevrolet Blazer EV, Corvette, Equinox, Silverado 1500/2500/3500, Silverado EV, Suburban, Tahoe, and Traverse, and GMC Acadia, HUMMER EV Pickup, HUMMER EV SUV, Sierra 1500/2500/3500, Sierra EV, Terrain, Yukon, and Yukon XL; and 2027 Chevrolet Bolt vehicles may fail to conform to certain owner's manual content requirements of the Federal/Canada Motor Vehicle Safety Standards (F/CMVSS). These vehicles may have been delivered without an owner's manual. Owners may be unable to find information on the safe use and operation of the vehicle, increasing the risk of injury in a crash.
Correction	Dealers will reset the vehicle radio, which will facilitate automatic download of the electronic owner's manual.

Parts

There are no parts required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108301	Perform Radio Reboot	0.2	ZFAT	N/A

Service Procedure

- Place the vehicle in the ON power mode, in park.
- Press and hold the "Call End/Mute" button on the steering wheel for **15 seconds**.
- The radio will enter a boot state.
- Upon completing the boot sequence, a pop-up will appear with factory reset or recovery mode. **DO NOT take any action when these options are displayed** – wait a few seconds for the pop-up to disappear and the system will reboot automatically.
- Verify the Owner's Manual is now available for use:

- **Model Years 2025 & 2026:** The Owner's Manual can be found under the Settings icon in the MyBrand App.

- **Model Year 2027:** The Owner's Manual app can be found on the Home Screen.

Note: For assistance with Infotainment navigation and electronic owner's manual location, please refer to 22-NA-096. Some user settings may need to be reconfigured after radio reboot.

- If the owner's manual is not accessible, repeat steps 1-5 an additional time. If the owner's manual is not accessible after a repeat attempt, contact TAC for assistance.

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.

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/repaired per the service procedure of this

F/CMVSS Noncompliance Recall

N252540430 Missing Owner's Manual



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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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 (see copy of sample customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.





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 – 2026 model year Cadillac OPTIQ, Chevrolet Colorado and Equinox EV, and GMC Canyon; 2026 model year Buick Enclave and Envision, Cadillac CT5, Escalade, Escalade ESV, ESCALADE IQ, ESCALADE IQL, LYRIQ, and VISTIQ, Chevrolet Blazer EV, Corvette, Equinox, Silverado 1500/2500/3500, Silverado EV, Suburban, Tahoe, and Traverse, and GMC Acadia, HUMMER EV Pickup, HUMMER EV SUV, Sierra 1500/2500/3500, Sierra EV, Terrain, Yukon, and Yukon XL; and 2027 Chevrolet Bolt vehicles may fail to conform to Federal Motor Vehicle Safety Standards (FMVSS) including S4.5.1.(f) of FMVSS No. 208, "Occupant crash protection" and Canadian Motor Vehicle Safety Standards (CMVSS) Section S4.5.1.(f) of Technical Standards Document (TSD) No. 208 "Occupant Crash Protection" of CVMSS No. 208, "Occupant Protection in Frontal Impacts". 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 N252540430.
- 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 been delivered without an owner's manual. Owners may be unable to find information on the safe use and operation of the vehicle, increasing the risk of injury in a crash.

What will we do?

Your GM dealer will reset the vehicle radio, which will facilitate automatic download of the electronic owner's manual, free of charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes.

What should you do?

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

If you have an EV, confirm with the dealer that they are an EV certified dealer when scheduling your appointment.

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 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 26V114.

F/CMVSS Noncompliance Recall

N252540430 Missing Owner's Manual



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

Scan here to
locate a dealer.



GM Recall: N252540430