

# Safety Recall

## N252542620 Tire Sidewall May Be Damaged



**Release Date:** March 2026

**Revision:** 01

**Revision Description:** This bulletin is being revised to add the customer letter. Please discard all previous copies of N252542620.

**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.

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.

Make	Model	Model Year	
		From	To
Chevrolet	Express Cutaway	2025	2026
GMC	Savana Cutaway	2025	2026

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<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2025 – 2026 model year Chevrolet Express Cutaway and GMC Savana Cutaway vehicles. These vehicles may have a tire with sidewall damage. A tire with sidewall damage may experience sudden air loss, potentially causing reduced or loss of vehicle control, which increases the risk of a crash.
<b>Correction</b>	Dealers will inspect all tire sidewalls and replace tires with sidewall damage.

### Parts

Quantity	Part Name	Part No.
As Req'd	Tire, General Grabber HTS LT225/75R16E	23303558*
As Req'd	Tire, Bridgestone V-Steel RIB R265 LT245/75R16E	23488403**

\*The General part number is 04501200000 if the tires are being ordered outside of the Electronic Parts Catalog (EPC).

\*\*The Bridgestone part number is 003489 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

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108303	Inspect Only – No Further Action Required – New Inventory Only ADD: W/ Dual Rear Wheels	0.2 0.1	ZFAT	N/A
9108304	Inspect Only – No Further Action Required – Customer, Upfitter, or Fleet Owned Vehicles ADD: W/ Dual Rear Wheels	0.4 0.1		
9108305	Tire Replacement (includes inspection) ADD: W/ Dual Rear Wheels ADD: Additional Tire Replacement	0.7 0.1 0.3		

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### Service Procedure – New Vehicles ONLY

**Note:** If a COMPLETE set of non OEM tires is installed on the vehicle, no inspection is required. Please use the New Inventory Only inspection labor operation to close.



7096914

**IMPORTANT:** Pictured above is the chunking damage that may be present on one of the tires. The damage is characterized by a nearly uniform ring around the outboard sidewall of the tire with deep gouges. The damage will be deep chunking, tires **MUST NOT** be replaced for light curb rash.

1. Inspect all tires for chunking as shown in the above image. The damage is most likely at the RR wheel. For vehicles with a dual rear axle, inspect all six tires. If no damage is found, no further action is required.
2. If chunking damage is found, replace the affected tire.



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**IMPORTANT:** Federal regulations require all recalled tires to be completely disabled within 24 hours of removal. The tire needs to be rendered completely inoperable immediately after it is removed.

3. Drill two 13mm (1/2 inch) holes in the replaced tire sidewall to ensure it is not put back into service.
4. 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.
5. Dispose of the damaged tire following your normal tire disposal process.

### Service Procedure – Customer, Upfitter, or Fleet Owned Vehicles

**Note:** If a COMPLETE set of non OEM tires is installed on the vehicle, no inspection is required. Please use the New Inventory Only inspection labor operation to close.

1. Retrieve the spare tire replacement tools from the vehicle, the spare tire will be removed for inspection in a later step.
2. Raise the vehicle. Refer to *Lifting and Jacking* in SI.

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3. Inspect all tires for chunking damage as shown in the above image. For vehicles with dual rear wheels, ALL tires must be inspected.
4. Lower the spare tire. Inspect for the chunking damage shown in step 3.
5. If no damage is found, no further action is required.
6. If damage is found, replace the appropriate tire.
7. Measure the tread depth of the tire on the opposite side of the companion tire. If the difference in tread depth between the new tire and the tire on the opposite side of the axle is greater than 2/32nds, replace the appropriate companion tire as well. If a companion tire must be replaced on vehicles with dual rear wheels, place both new tires at the front axle of the vehicle.



5682490

**IMPORTANT: Federal regulations require all recalled tires to be completely disabled within 24 hours of removal. The tire needs to be rendered completely inoperable immediately after it is removed.**

8. Drill two 13mm (1/2 inch) holes in each of the replaced tire sidewalls to ensure it is not put back into service.
9. 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.
10. Dispose of the damaged tire(s) following your normal tire disposal process.

#### **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. 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.

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.



**We Support  
Voluntary Technician  
Certification**



# 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 a defect, which relates to motor vehicle safety, exists in certain 2025-2026 model year Chevrolet Express and GMC Savana 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 N252542620.
- 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 a tire with sidewall damage. A tire with sidewall damage may experience sudden air loss, potentially causing reduced or loss of vehicle control, which increases the risk of a crash.

**What will we do?**

Your GM dealer will inspect all tire sidewalls and replace tires with sidewall damage, 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.

**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](http://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 26V127.

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

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Scan here to  
locate a dealer.



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