

Safety Recall

N262555780 Third-Row Power Seat Injury Risk



Release Date: June 2026

Update: 00

Attention: Vehicles involved in this recall were placed on stop delivery June 18, 2026. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

This bulletin contains a disabling procedure. Until replacement parts are available, vehicles in inventory at dealerships **MUST** have the third-row folding feature disabled. In addition, current customers may request that their vehicle's third-row folding feature be disabled.

When replacement parts become available, the disabled third-row folding feature will be re-enabled through a separate Customer Satisfaction campaign. For vehicles that did **NOT** undergo the third-row folding feature disablement procedure, this bulletin will be updated to include the final remedy when available.

The customer acknowledgement form at the end of this bulletin **MUST** be provided to all customers purchasing inventory vehicles and to current owners whose vehicles have had the third-row folding feature disabled. **Note: Dealers should also retain a copy for their files.**

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.

Make	Model	Model Year	
		From	To
Cadillac	VISTIQ	2026	2027

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 2026 – 2027 model year Cadillac VISTIQ vehicles. The third-row seatbacks in these vehicles can be commanded to power fold into the stowed position with a single press-and-release of the “down” control button located in the cargo area or on the pillar adjacent to the seat. The seatback stops and does not automatically reverse if it encounters an obstruction in the seat. Smaller occupants could become trapped under the seatback, increasing the risk of injury.
Correction	Until replacement parts are available, vehicles in inventory at dealerships MUST have the third-row folding feature disabled. Additionally, owners who wish to do so may opt to have the third-row folding feature disabled. When replacement parts are available, the folding feature will be reinstated and updated through a separate customer satisfaction campaign.

Parts

There are no parts required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108482	Third-row Folding Feature Disablement	0.3	ZFAT	N/A

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Service Procedure

1. The customer acknowledgement form at the end of this bulletin MUST be provided to all customers purchasing inventory vehicles and to current owners whose vehicles have had the third-row folding feature disabled. **Note:** Dealers should also retain a copy for their files.
2. Prior to performing this procedure, consult the customer to determine desired 3rd row seat position. (Both sides folded, both sides upright, or one side folded/one side upright).
3. Position the seats as requested by the customer. For vehicles in dealer inventory, the seats should be placed in the upright position.
4. Remove the Load Floor Stowage Compartment. Refer to *Load Floor Stowage Compartment Cover Replacement* in SI.



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5. Locate connector X320F Body Wiring Harness to 3rd Row Seat Wiring Harness at the right side outboard seat frame. For additional location reference, refer to *Body Wiring Harness Routing – Passenger Compartment Rear and Luggage Compartment Right* in SI.

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6. Disconnect connector X320F Body Wiring Harness to 3rd Row Seat Wiring Harness. Leave the connector disconnected and secure the loose ends to the existing harness with tape.
7. Verify the 3rd row seats CANNOT be moved with any of the seat switches.

Important: The customer acknowledgement form at the end of this bulletin MUST be provided to all customers purchasing inventory vehicles and to current owners whose vehicles have had the third-row folding feature disabled. Note: Dealers should also retain a copy for their files.

8. Reinstall the Load Floor Stowage Compartment.

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/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.

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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.

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



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Customer Acknowledgment - Temporary Disablement of

Power-Folding Third-Row Seat Feature

Model Year 2026 or 2027 Cadillac VISTIQ

The vehicle identified below is a 2026 or 2027 model year Cadillac VISTIQ that is subject to Safety Recall N262555780. General Motors (“GM”) has determined that a defect related to motor vehicle safety exists in certain vehicles of this model. The third-row seat can be commanded to power fold into the stowed position with a single press-and-release of the control button, but the seat does not automatically reverse if it encounters an obstruction. This condition could pose a risk that smaller occupants may become trapped under the seatback, increasing the risk of injury.

To address this safety concern, the power-folding third-row seat feature on this vehicle has been temporarily disabled by your dealer. While the feature is disabled, the third-row seats remain fully functional for seating purposes, but the power-folding function will not operate. This interim remedy eliminates the safety risk while the vehicle is in use.

GM is developing a permanent remedy, which will involve replacement of the folding seat module with updated software. When replacement parts become available, GM will notify you and your dealer will complete the repair at no cost to you.

By signing below, I acknowledge that I have read and understood this notice & agree to retain this acknowledgment with the vehicle records.

Customer's Printed Name: _____

Customer's Signature: _____

VIN: _____

Dealership: _____

Date: _____

This acknowledgment does not limit or waive any rights you may have under applicable law.

To be filled out by dealer, certifying the above communication was presented to customer.

Dealership Representative Name: _____

Signature: _____

Date: _____

Dealer copy to be retained in deal jacket (for sales) or service records (for existing owners) and made available to GM upon request.