

GENERAL MOTORS
DCS 7157
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 17, 2025

Subject: N252494770 - Customer Satisfaction Program
Updated California Warranty Information

Models: This bulletin applies to ALL vehicles sold in the state of California from model year 2018 to 2025, with a Gross Vehicle Weight (GVW) rating under 10,000 lbs.

General Motors is releasing Customer Satisfaction Program N252494770 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation Report using Field Action Reports-GFAM within the Maxis Dealer Application in Global Connect.

END OF MESSAGE

Customer Satisfaction Program

N252494770 Updated California Warranty Information



Release Date: June 2025

Revision: 00

Attention: This bulletin applies to ALL vehicles sold in the state of California from model year 2018 to 2025, with a Gross Vehicle Weight (GVW) rating under 10,000 lbs.

The following bulletin is for informational purposes and applies to original owners or lessees of the above-mentioned GM vehicles.

Investigate Vehicle History (IVH) in the GM Global Warranty Management system should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Amendments to the Song-Beverly Act (SBA) California warranty law provides vehicle owners with an opportunity to submit a written notice to GM before filing a lawsuit seeking a vehicle repurchase. If such a notice is not provided to GM, then the vehicle owner is prevented from seeking civil penalties in litigation.
Correction	Vehicle owners of the above-described vehicles will be mailed an owner's manual and warranty insert containing this information in English and Spanish.

Parts

No parts are required.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107856	Print and Install Owner's Manual Insert	0.1	ZFAT	N/A

Service Procedure

1. Print the appropriate language owner's manual insert(s) for your service area.
2. Locate the owner's manual.
3. Install the owner's manual insert(s) to the owner's manual.



California Warranty Information for 2018-2025 GM Warranty Manuals and Owner's Manuals

This information replaces the Warranty Information for California Only section of your warranty manual.

This information is a new subsection entitled California Warranty Information under the Customer Information section of your owner's manual.

California Warranty Information

The Song-Beverly Consumer Warranty Act provides consumers who purchase or lease a new motor vehicle in California with certain rights if their vehicle has nonconformities that GM or its authorized repair facilities (e.g., GM dealers) are unable to repair after a reasonable number of attempts.

Applied to your vehicle, California Civil Code Section 1793.2(d) requires that, if GM or its authorized repair facilities are unable to repair a new motor vehicle to conform to the vehicle's applicable express warranties after a reasonable number of attempts, GM



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Part No. CALWRTYINS1_ENUS

shall either replace the new motor vehicle or provide restitution in accordance with a statutory formula.

California Civil Code Section 1793.22(b) creates a presumption that GM has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- The same nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by GM or its authorized repair facilities (e.g., dealers) AND the buyer or lessee has at least once directly notified GM of the need for the repair of the nonconformity by mailing such notification to the address listed below.

- The same nonconformity has been subject to repair four or more times by GM or its authorized repair facilities AND the buyer has at least once directly notified GM of the need for the repair of the nonconformity by mailing such notification to the address listed below.
- The vehicle is out of service by reason of repair nonconformities by GM or its authorized repair facilities for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

If you purchased or leased a new motor vehicle in California and GM or its authorized repair facilities have been unable to repair the vehicle to conform it to applicable express warranties within a reasonable number of attempts, you may be eligible for relief under the Song-Beverly Consumer Warranty Act. You can submit a claim with the BBB AUTO LINE Program (see Customer Satisfaction Procedure) or you can request in writing that GM replace or repurchase your vehicle.

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NOTICE TO GENERAL MOTORS AS REGARDING WARRANTY ISSUES MUST BE SENT EITHER BY EMAIL TO californiawarrantynotice@gm.com OR BY CERTIFIED OR REGISTERED MAIL, RETURN RECEIPT REQUESTED, TO THE FOLLOWING ADDRESS:

California Repurchase Notice
P.O. Box 33173
Detroit, MI 48232-5173

Request must include your name, the accurate Vehicle Identification Number ("VIN") of your vehicle, a brief summary of the repair history and problems with the vehicle.

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Información de garantía de California para Manuales de garantía y manuales del propietario de GM 2018-2025

Esta información reemplaza la información de Garantía para la sección de Sólo California de su manual de garantía.

Esta información es una nueva subsección titulada Información de garantía de California bajo la sección de Información al cliente de su manual del propietario.

Información de garantía de California

La Ley de Garantía del Consumidor Song-Beverly brinda a los consumidores que compran o alquilan un vehículo automotor nuevo en California ciertos derechos si su vehículo presenta inconformidades que GM o sus talleres de reparación autorizadas (por ejemplo, los distribuidores de GM) no pueden reparar después de una cantidad razonable de intentos.

Aplicado a su vehículo, la Sección 1793.2(d) del Código Civil de California requiere que, si GM o sus talleres de reparación autorizadas no pueden reparar un vehículo automotor nuevo para cumplir con las



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Número de parte CALWRTYINS1_ESUS

garantías expresas aplicables del vehículo después de una cantidad razonable de intentos, GM deberá reemplazar el vehículo automotor nuevo o proporcionar una restitución de acuerdo con una fórmula legal.

La Sección 1793.22(b) del Código Civil de California crea una presunción de que GM ha realizado un número razonable de intentos para adaptar el vehículo a sus garantías expresas aplicables si, dentro de los 18 meses desde la entrega al comprador o 18,000 millas en el odómetro del vehículo, lo que ocurra primero, ocurre uno o más de los siguientes:

- La misma inconformidad da como resultado una condición que probablemente cause la muerte o lesiones corporales graves si se conduce el vehículo Y la inconformidad ha sido objeto de reparación dos o más veces por GM o sus talleres de reparación autorizadas (por ejemplo, distribuidores) Y

el comprador o arrendatario ha notificado directamente por lo menos una vez a GM sobre la necesidad de reparar la inconformidad enviando dicha notificación por correo a la dirección que se indica a continuación.

- La misma inconformidad ha sido objeto de reparación cuatro o más veces por GM o sus talleres de reparación autorizadas Y el comprador ha notificado directamente por lo menos una vez a GM sobre la necesidad de la reparación de la inconformidad enviando dicha notificación a la dirección que se indica a continuación.
- El vehículo está fuera de servicio debido a inconformidades de reparación por parte de GM o sus talleres de reparación autorizadas por un total acumulado de más de 30 días calendario después de la entrega del vehículo al comprador.

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Si compró o alquiló un vehículo automotor nuevo en California y GM o sus talleres de reparación autorizados no han podido reparar el vehículo para cumplir con las garantías expresas aplicables dentro de una cantidad razonable de intentos, puede ser elegible para recibir ayuda bajo la Ley de Garantía del Consumidor Song-Beverly. Puede presentar un reclamo ante el Programa BBB AUTO LINE (consulte el Procedimiento de satisfacción del cliente) o puede solicitar por escrito que GM reemplace o recompre su vehículo.

EL AVISO A GENERAL MOTORS SOBRE PROBLEMAS DE GARANTÍA DEBE ENVIARSE POR CORREO ELECTRÓNICO A californiawarrantynotice@gm.com O POR CORREO CERTIFICADO O REGISTRADO, CON ACUSE DE RECIBO SOLICITADO, A LA SIGUIENTE DIRECCIÓN:

Aviso de recompra de California
P.O. Box 33173
Detroit, MI 48232-5173

La solicitud debe incluir su nombre, el Número de identificación del vehículo ("NIV") preciso de su vehículo, un breve resumen del historial de reparación y problemas con el vehículo.

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Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action 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 program 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. Program 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 field action 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 field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

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Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or sent directly to export dealers. 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.

Customer Notification

USA & Canada - General Motors will notify customers of this program 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**

Customer Satisfaction Program

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This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

Purpose of Notice: General Motors LLC ("GM") has elected to participate in the amended procedures under the Song-Beverly Act outlined in California Code of Civil Procedure Section 871.20, *et. seq.*, which govern civil actions seeking restitution or replacement of a new motor vehicle, as defined by Cal. Civ. Code § 1793.22, based on alleged noncompliance with express warranties. GM reserves all rights under these provisions and California laws.

Under certain amended procedures, vehicle owners have an opportunity to submit a written notice to GM when seeking a vehicle repurchase. The attached owner's manual and warranty information explain the form, content and purpose of this notice in English and Spanish.

Owner's Manual and Warranty Supplements: Included with this letter is an updated or supplemental owner's manual and warranty insert. Please keep this insert with your other important vehicle documents and/or your vehicle's owner manual and/or warranty book.

Additional Resources/Questions: If you have questions, please reach out to your preferred dealer using the QR code below. Your dealer can also print and place this insert in your Owner's Manual.

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, 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.

We truly appreciate you taking the time to review this update as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Scan here to
locate a dealer.



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