

GENERAL MOTORS
DCS 7296
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 20, 2025

Subject: N252505370 - Service Update
Tail Lamp Water Intrusion

Models: 2026 Cadillac VISTIQ

General Motors is releasing Service Update N252505370 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.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin 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 not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

END OF MESSAGE

Service Update

N252505370 Tail Lamp Water Intrusion



Release Date: August 2025

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

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	2026

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Condition	Certain vehicles listed above may have a condition in which the RH Tail Lamp may not seal properly to the vehicle body, allowing water intrusion into the rear compartment.
Correction	Dealers will add a butyl patch between the RH Tail Lamp and vehicle body at the upper fastener location.

Parts

Quantity	Part Name	Part No.
1	Butyl Patch	23169721
As Req	Replacement Stop Lamp Fastener	11548697

Reminder: Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect. There are a small number of vehicles anticipated that will need this fix. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Warranty Information

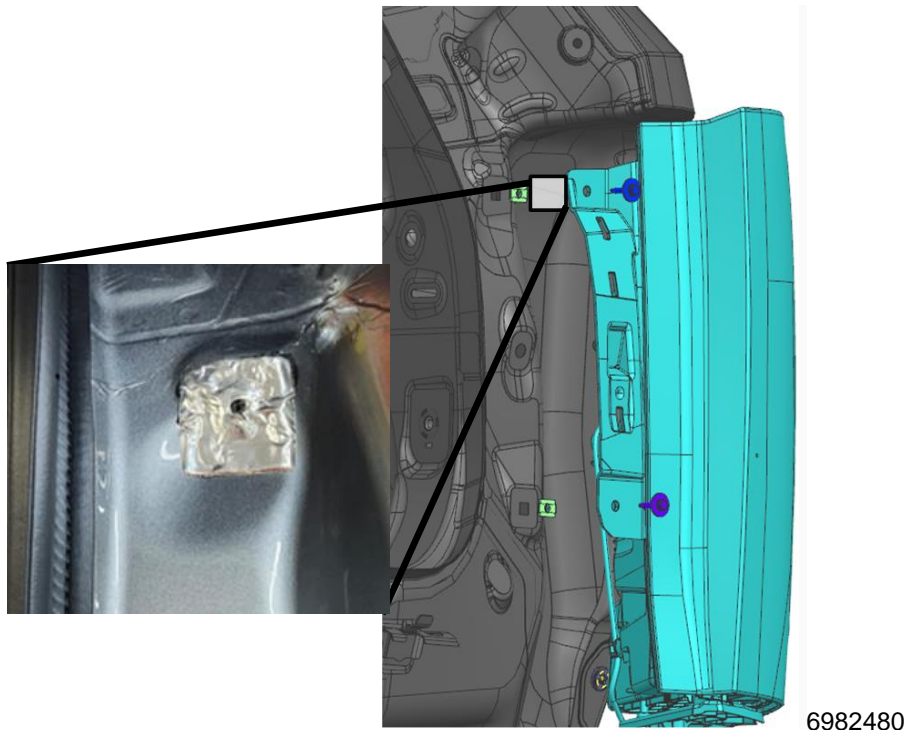
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107993	Add Butyl Patch to Right Rear Tail Lamp	1.1	ZFAT	N/A

Service Procedure

1. Remove the right rear stop lamp. Refer to *Rear Body Structure Stop Lamp Replacement* in SI.

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2. Install a butyl patch over the bolt location for the upper rear stop lamp bolt as shown.
3. Reinstall the right rear stop lamp. *Rear Body Structure Stop Lamp Replacement* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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.

Dealer Reports – For USA & Export

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