

GENERAL MOTORS  
DCS 7305  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 26, 2025

Subject: N252494250 - Customer Satisfaction Program  
Owner's Manual Missing Tire Chain Information

Models: 2025 Cadillac ESCALADE IQ  
2023-2026 Cadillac LYRIQ  
2024-2025 Chevrolet Blazer EV  
2024-2025 Chevrolet Equinox EV  
2025 Chevrolet Tahoe/ Suburban  
2024-2025 Chevrolet Trailblazer  
2025 GMC Yukon/ Yukon XL

General Motors is releasing Customer Satisfaction Program N252494250 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.

END OF MESSAGE

# Customer Satisfaction Program

## N252494250 Owners Manual Missing Tire Chain Information



Release Date: August 2025

Revision: 00

**Attention:** This program is in effect until September 30, 2027.

Make	Model	Model Year	
		From	To
Cadillac	ESCALADE IQ	2025	2025
Cadillac	LYRIQ	2023	2026
Chevrolet	Blazer EV	2024	2025
Chevrolet	Equinox EV	2024	2025
Chevrolet	Tahoe/ Suburban	2025	2025
Chevrolet	Trailblazer	2024	2025
GMC	Yukon/ Yukon XL	2025	2025

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.

<b>Condition</b>	Certain vehicles listed above may be missing relevant information regarding the use of snow chains, snow socks, or other traction devices from the Owner's Manual.
<b>Correction</b>	Vehicle owners will be mailed an owner's manual insert to include with other important printed material in the glovebox. For vehicles currently on dealer lots, dealers will include the insert prior to delivery.

### Parts

No parts are required.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107998	Print and Install Owner's Manual Insert	0.1	ZFAT	N/A

### Service Procedure

1. Print the appropriate owner's manual insert for your vehicle model.
2. Locate the vehicle Owner's Manual, Essential Operating & Safety Information (EOSI), or Vehicle Reference Information (VRI).
3. Install the owner's manual insert in the vehicle's important printed material in the glovebox.

# Customer Satisfaction Program

## N252494250 Owners Manual Missing Tire Chain Information



### Insert to the 2023, 2024, 2025 and 2026 Cadillac LYRIQ Owner's Manual

*This information replaces the information under "Tire Chains, Tire Traction Devices and Tire Chains and Other Traction Devices" found in the Vehicle Care Section of the owner's manual.*

**Warning**

Do not use tire chains if the vehicle has a tire size(s) listed below. There is not enough clearance. Tire chains used on a vehicle without the proper amount of clearance can cause damage to the brakes, suspension, or other vehicle parts. The area damaged by the tire chains could cause loss of control and a crash. Use another type of traction device only if its manufacturer recommends it for the vehicle's tire size combination and road conditions. Follow that manufacturer's instructions. To avoid

(Continued)



23\_26\_CADLYRINS1\_ENUS

**Warning (Continued)**

vehicle damage, drive slow and readjust or remove the traction device if it contacts the vehicle. Do not spin the wheels. If traction devices are used, install them on the tires of the drive axle only.

- 265/50R20
- 275/40R22

**Warning**

Do not use tire textile traction devices, such as snow socks, if the vehicle has a tire size(s) listed below. There is not enough clearance. Textile/fabric traction devices used on a vehicle without the proper amount of clearance can cause damage to the brakes, suspension, or other vehicle parts. The area damaged by the tire textile/fabric traction device could cause loss of control and a crash. Use another type of traction device only if its manufacturer recommends it for the vehicle's tire size

(Continued)

**Warning (Continued)**

combination and road conditions. Follow that manufacturer's instructions. To avoid vehicle damage, drive slow and readjust or remove the traction device if it contacts the vehicle. Do not spin the wheels. If traction devices are used, install them on the tires of the drive axle only.

- 275/40R22

**Caution**

If your vehicle is equipped with the tire size(s) listed below, use textile traction devices only, such as snow socks, that are the proper size for the tires. Install them on the tires of the rear axle only. Drive slowly and follow the traction device manufacturer's instructions. Driving too fast or spinning the wheels, with the traction device installed, can damage the traction device.

- 265/50R20

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### Insert to the 2024, 2025 and 2026 Chevrolet Trailblazer Owner's Manual

*This information replaces the information under "Tire Chains," "Tire Traction Devices" or "Tire Chains and Other Traction Devices" found in the Vehicle Care Section of the owner's manual.*

#### Tire Chains and Other Traction Devices

**Warning**

Do not use tire chains if the vehicle has a tire size(s) listed below. There is not enough clearance. Tire chains used on a vehicle without the proper amount of clearance can cause damage to the brakes, suspension, or other vehicle parts. The area damaged by the tire chains could cause loss of control and a crash. Use another type of traction device only if its manufacturer

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**Warning (Continued)**

recommends it for the vehicle's tire size combination and road conditions. Follow that manufacturer's instructions. To avoid vehicle damage, drive slow and readjust or remove the traction device if it contacts the vehicle. Do not spin the wheels. If traction devices are used, install them on the tires of the front axle only.

- 225/60R17
- 225/55R18
- 245/45R19

**Caution**

If your vehicle is equipped with the tire size(s) listed below, use textile traction devices only, such as snow socks, that are the proper size for the tires. Install them on the tires of the front axle only. Drive slowly and follow the traction device manufacturer's instructions. Driving too

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**Caution (Continued)**

fast or spinning the wheels, with the traction device installed, can damage the traction device.

- 225/60R17
- 225/55R18

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# Customer Satisfaction Program

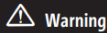
## N252494250 Owners Manual Missing Tire Chain Information



### Insert to the 2024 Chevrolet Blazer EV Owner's Manual

*This information replaces the information under "Tire Chains" found in the Vehicle Care Section of the owner's manual.*

#### Tire Chains



Do not use tire chains if the vehicle has a tire size(s) listed below. There is not enough clearance. Tire chains used on a vehicle without the proper amount of clearance can cause damage to the brakes, suspension, or other vehicle parts. The area damaged by the tire chains could cause loss of control and a crash. Use another type of traction device only if its manufacturer recommends it for the vehicle's tire size combination and road conditions. Follow

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24CHVBLZEREVINS1\_ENUS

#### Warning (Continued)

that manufacturer's instructions. To avoid vehicle damage, drive slow and readjust or remove the traction device if it contacts the vehicle. Do not spin the wheels. If traction devices are used, install them on the tires of the axle indicated for your vehicle trim level.

- All vehicle trim levels with 255/60R19 tires: front axle
- LT and RS trim levels (except 2RS model level) with 275/45R21 tires: front axle
- RS trim level (2RS model level only) with 275/45R21 tires: rear axle
- LT and RS trim levels (except 2RS model level) with 275/40R22 tires: front axle
- RS trim level (2RS model level only) with 275/40R22 tires: rear axle

#### Caution

If your vehicle is equipped with the tire size(s) listed below, use textile traction devices only, such as snow socks, that are the proper size for the tires. Install them on the tires of the axle indicated for your vehicle trim level. Drive slowly and follow the traction device manufacturer's instructions. Driving too fast or spinning the wheels, with the traction device installed, can damage the traction device.

- All vehicle trim levels with 255/60R19 tires: front axle
- LT and RS trim levels (except 2RS model level) with 275/45R21 tires: front axle
- RS trim level (2RS model level only) with 275/45R21 tires: rear axle

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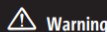
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Insert to the 2024 Chevrolet Equinox EV Owner's Manual - 2024

### Insert to the 2024 Chevrolet Equinox EV Owner's Manual

*This information replaces the information under "Tire Chains" found in the Vehicle Care Section of the owner's manual.*

#### Tire Chains



Do not use tire chains if the vehicle has a tire size(s) listed below. There is not enough clearance. Tire chains used on a vehicle without the proper amount of clearance can cause damage to the brakes, suspension, or other vehicle parts. The area damaged by the tire chains could cause loss of control and a crash. Use another type of traction device only if its manufacturer recommends it for the vehicle's tire size combination and road conditions. Follow

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24CHVEQNxEVINS01\_ENUS

#### Warning (Continued)

that manufacturer's instructions. To avoid vehicle damage, drive slow and readjust or remove the traction device if it contacts the vehicle. Do not spin the wheels. If traction devices are used, install them on the tires of the front axle only.

- 245/55R19
- 245/50R20
- 275/40R21

#### Caution

If your vehicle is equipped with the tire size(s) listed below, use textile traction devices only, such as snow socks, that are the proper size for the tires. Install them on the tires of the front axle only. Drive slowly and follow the traction device manufacturer's instructions. Driving too fast or spinning the wheels, with the traction device installed, can damage the traction device.

- 245/55R19

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# Customer Satisfaction Program

## N252494250 Owners Manual Missing Tire Chain Information



### Insert to the 2025 Chevrolet Blazer EV Owner's Manual

*This information replaces the information under "Tire Traction Devices" found in the Vehicle Care Section of the owner's manual.*

#### Tire Traction Devices

##### Warning

Do not use tire chains if the vehicle has a tire size(s) listed below. There is not enough clearance. Tire chains used on a vehicle without the proper amount of clearance can cause damage to the brakes, suspension, or other vehicle parts. The area damaged by the tire chains could cause loss of control and a crash. Use another type of traction device only if its manufacturer recommends it for the vehicle's tire size combination and road conditions. Follow

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25CHVBLZREVINS1\_ENUS

##### Warning (Continued)

that manufacturer's instructions. To avoid vehicle damage, drive slow and readjust or remove the traction device if it contacts the vehicle. Do not spin the wheels. If traction devices are used, install them on the tires of the axle indicated for your vehicle trim level.

- All vehicle trim levels with 255/60R19 tires: front axle
- LT and RS trim levels (except 2RS model level) with 275/45R21 tires: front axle
- RS trim level (2RS model level only) with 275/45R21 tires: rear axle
- LT and RS trim levels (except 2RS model level) with 275/40R22 tires: front axle
- SS, RS, and PPV trim levels (2RS model level only) with 275/40R22 tires: rear axle

##### Caution

If your vehicle is equipped with the tire size(s) listed below, use textile traction devices only, such as snow socks, that are the proper size for the tires. Install them on the tires of the axle indicated for your vehicle trim level. Drive slowly and follow the traction device manufacturer's instructions. Driving too fast or spinning the wheels, with the traction device installed, can damage the traction device.

- All vehicle trim levels with 255/60R19 tires: front axle
- LT and RS trim levels (except 2RS model level) with 275/45R21 tires: front axle
- RS trim level (2RS model level only) with 275/45R21 tires: rear axle

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### Insert to the 2025 Chevrolet Equinox EV Owner's Manual

*This information replaces the information under "Tire Traction Devices" found in the Vehicle Care Section of the owner's manual.*

#### Tire Traction Devices

##### Warning

Do not use tire chains if the vehicle has a tire size(s) listed below. There is not enough clearance. Tire chains used on a vehicle without the proper amount of clearance can cause damage to the brakes, suspension, or other vehicle parts. The area damaged by the tire chains could cause loss of control and a crash. Use another type of traction device only if its manufacturer recommends it for the vehicle's tire size combination and road conditions. Follow

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25CHVEQNXEVINS1\_ENUS

##### Warning (Continued)

that manufacturer's instructions. To avoid vehicle damage, drive slow and readjust or remove the traction device if it contacts the vehicle. Do not spin the wheels. If traction devices are used, install them on the tires of the front axle only.

- 245/55R19
- 275/40R21

##### Caution

If your vehicle is equipped with the tire size(s) listed below, use textile traction devices only, such as snow socks, that are the proper size for the tires. Install them on the tires of the front axle only. Drive slowly and follow the traction device manufacturer's instructions. Driving too fast or spinning the wheels, with the traction device installed, can damage the traction device.

- 245/55R19

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### Insert to the 2025 Cadillac Escalade IQ Owner's Manual

*This information replaces the information under "Tire Traction Devices" found in the Vehicle Care Section of the owner's manual.*

#### Tire Traction Devices

##### Warning

Do not use tire chains if the vehicle has a tire size(s) listed below. There is not enough clearance. Tire chains used on a vehicle without the proper amount of clearance can cause damage to the brakes, suspension, or other vehicle parts. The area damaged by the tire chains could cause loss of control and a crash. Use another type of traction device only if its manufacturer recommends it for the vehicle's tire size combination and road conditions. Follow

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25CADESCIQINS1\_ENUS

##### Warning (Continued)

that manufacturer's instructions. To avoid vehicle damage, drive slow and readjust or remove the traction device if it contacts the vehicle. Do not spin the wheels. If traction devices are used, install them on the tires of the rear axle only.

- LT275/50R24

##### Caution

If your vehicle is equipped with the tire size(s) listed below, use textile traction devices only, such as snow socks, that are the proper size for the tires. Install them on the tires of the rear axle only. Drive slowly and follow the traction device manufacturer's instructions. Driving too fast or spinning the wheels, with the traction device installed, can damage the traction device.

- LT275/50R24

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
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Insert to the 2025 Cadillac OPTIQ Owner's Manual

*This information replaces the information under "Tire Traction Devices" found in the Vehicle Care Section of the owner's manual.*

**Tire Traction Devices**

 **Warning**

Do not use tire chains if the vehicle has a tire size(s) listed below. There is not enough clearance. Tire chains used on a vehicle without the proper amount of clearance can cause damage to the brakes, suspension, or other vehicle parts. The area damaged by the tire chains could cause loss of control and a crash. Use another type of traction device only if its manufacturer recommends it for the vehicle's tire size combination and road conditions. Follow

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25\_CADOPTINS1\_ENUS

**Warning (Continued)**

that manufacturer's instructions. To avoid vehicle damage, drive slow and readjust or remove the traction device if it contacts the vehicle. Do not spin the wheels. If traction devices are used, install them on the tires of the rear axle only.

- 245/50R20
- 275/40R21

**Caution**

If your vehicle is equipped with the tire size(s) listed below, use textile traction devices only, such as snow socks, that are the proper size for the tires. Install them on the tires of the rear axle only. Drive slowly and follow the traction device manufacturer's instructions. Driving too fast or spinning the wheels, with the traction device installed, can damage the traction device.

- 245/50R20
- 275/40R21

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# Customer Satisfaction Program

## N252494250 Owners Manual Missing Tire Chain Information



### Insert to the 2025 Chevrolet Tahoe/Suburban and GMC Yukon/Yukon XL/Denali Owner's Manuals

*This information replaces the information under "Tire Traction Devices" found in the Vehicle Care Section of the owner's manual.*

#### Tire Traction Devices

##### Warning

If the vehicle has 275/60R20, 275/50R22, or 285/40R24 size tires, do not use tire chains. There is not enough clearance. Tire chains used on a vehicle without the proper amount of clearance can cause damage to the brakes, suspension, or other vehicle parts. The area damaged by the tire chains could cause loss of control and a crash.

(Continued)



25TAHSUBYUKINS1\_ENUS

##### Warning (Continued)

Use another type of traction device only if its manufacturer recommends it for the vehicle's tire size combination and road conditions. Follow that manufacturer's instructions. To avoid vehicle damage, drive slow and readjust or remove the traction device if it is contacting the vehicle. Do not spin the wheels.

If traction devices are used, install them on the rear tires.

##### Caution

If the vehicle is equipped with a tire size other than 275/60R20, 275/50R22, or 285/40R24, use tire chains only where legal and only when necessary. Use chains that are the proper size for the tires. Install them on the tires of the rear axle. Do not use chains on the tires of the front axle. Tighten them as tightly as possible with the ends securely fastened. Drive slowly and follow

(Continued)

##### Caution (Continued)

the chain manufacturer's instructions. If the chains contact the vehicle, stop and retighten them. If the contact continues, slow down until it stops. Driving too fast or spinning the wheels with chains on will damage the vehicle.

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# Customer Satisfaction Program

## N252494250 Owners Manual Missing Tire Chain Information



### 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/repaired 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, through the end date as noted in the Attention box. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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 program enters your vehicle inventory or is in your facility for service through the end date as noted in the Attention box, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### 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.



# Customer Satisfaction Program

## N252494250 Owners Manual Missing Tire Chain Information



This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your GM vehicle may missing relevant information regarding the use of tire snow chains, snow socks, or other traction devices.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Included with this letter is a supplemental owner's manual insert. Please keep this insert with your vehicle's owner manual (if equipped), or other important vehicle documents.

If you lose this insert or 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. This service will be performed for you at **no charge until September 30, 2027**.

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.

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.



N252494250