

GENERAL MOTORS  
DCS7445  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 3, 2026

Subject: N252541510 - Customer Satisfaction Program  
Incorrect EV Charging Adapter Accessory

Models: 2025 – 2026 Cadillac CELESTIQ  
2025 – 2026 Cadillac ESCALADE IQ  
2026 Cadillac ESCALADE IQL  
2023 – 2026 Cadillac LYRIQ  
2025 – 2026 Cadillac OPTIQ  
2026 Cadillac VISTIQ  
2024 – 2026 Chevrolet Blazer EV  
2017 – 2023 Chevrolet Bolt EV  
2022 – 2023 Chevrolet Bolt EUV  
2024 – 2025 Chevrolet BrightDrop 400  
2022 – 2025 Chevrolet BrightDrop 600  
2024 – 2026 Chevrolet Equinox EV  
2024 – 2026 Chevrolet Silverado EV  
2022 – 2026 GMC HUMMER EV Pickup  
2024 – 2026 GMC HUMMER EV SUV  
2025 – 2026 GMC Sierra EV

General Motors is releasing Customer Satisfaction Program N252541510 today. The total number of U.S. vehicles involved is 9.

What Should Dealers Do: Because this equipment recall involves equipment/parts sold over-the-counter, dealers must search their sales records for over-the-counter sales and provide the customer letter (at the end of the attached bulletin) to the purchaser. Dealers can view the attached bulletin, and it will also be displayed in Service Information tomorrow.

**When scheduling the service appointment, advise the customer to bring their existing GM NACS Level 2 EV charging adapter (NACS to J1772) so it can be exchanged for the updated design and properly scrapped. Upon vehicle check-in, ensure the original adapter is collected from the customer.**

A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

# Customer Satisfaction Program

## N252541510 Incorrect EV Charging Adapter Accessory



Release Date: March 2026

Revision: 00

**Attention:** When scheduling the service appointment, advise the customer to bring their existing GM NACS Level 2 EV charging adapter (NACS to J1772) so it can be exchanged for the updated design and properly scrapped. Upon vehicle check-in, ensure the original adapter is collected from the customer.

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.

**This program is in effect until March 31, 2028.**

Dealer Notification Instructions. Because this equipment recall involves equipment/parts also sold over-the-counter, dealers must search their sales records for over-the-counter sales and provide the customer letter (at the end of this bulletin) to the purchaser.

Please search your part-sales records for over-the-counter sales of the recalled equipment (part number **86309018**) and send the owner of record the recall notice attached to this bulletin by first-class mail. If the purchaser is a body shop, independent repair shop, or other third-party automotive repair or distribution business, dealers are to contact the entity, obtain the owner's name and address, and send the owner a copy of the letter.

Make	Model	Model Year	
		From	To
Cadillac	CELESTIQ	2025	2026
	ESCALADE IQ	2025	2026
	ESCALADE IQL	2026	2026
	LYRIQ	2023	2026
	OPTIQ	2025	2026
	VISTIQ	2026	2026
Chevrolet	Blazer EV	2024	2026
	Bolt EV	2017	2023
	Bolt EUV	2022	2023
	BrightDrop 400	2024	2025
	BrightDrop 600	2022	2025
	Equinox EV	2024	2026
	Silverado EV	2024	2026
GMC	HUMMER EV Pickup	2022	2026
	HUMMER EV SUV	2024	2026
	Sierra EV	2024	2026

<b>Condition</b>	Certain vehicles may have been sold with a GM NACS Level 2 EV charging adapter (NACS to J1772) in which a quality issue was identified.
<b>Correction</b>	Dealers are to provide the customer with the latest design charging adapter.

### Parts

Quantity	Part Name	Part No.
1	CORD PKG-DRV MOT BAT CHARGER	86380864

**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

Vehicles Not Listed In IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9108302	Accessory EV Charging Adapter Replacement	0.1	ZREG*	N/A

\* Because the VIN is not loaded into IVH, the warranty transaction MUST be H-routed for wholesale authorization.

# Customer Satisfaction Program

## N252541510 Incorrect EV Charging Adapter Accessory



### Service Procedure

**Important:** The customer **MUST** provide the old adapter to receive a new one.

1. Replace the customer's GM NACS Level 2 EV charging adapter (NACS to J1772) with the NEW part listed in the parts table of this bulletin.
2. Provide proof of return attached to the repair order.

### 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, 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

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.

### Customer Notification

USA & Canada – For dealer-installed accessory sales, General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin). For dealer over-the-counter sales, GM dealers will notify customers based on dealer sales-record data.

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

## N252541510 Incorrect EV Charging Adapter Accessory



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

Dear General Motors Customer:

We have learned that your GM vehicle may have been sold with a GM NACS Level 2 EV charging adapter (NACS to J1772) in which a quality issue was identified. Please bring your current accessory EV charging adapter with you so it can be returned for proper disposal.

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:** Your GM dealer will provide you with the latest design charging adapter. This service will be performed for you at **no charge until March 31, 2028**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

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](https://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 remedy your vehicle 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.



N252541510