To Whom it May Concern

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

We bought a new 2025 Chevy Equinox on October 17th 2024. The vehicle seemed fine at first. At about 8,000 miles the vehicle started sounding like a jet engine. We took it to the Dealership, apparently The Sound Buffering System's software needed to be updated (Told a common issue) At 15,000 miles we started having connectivity issues. We couldn't connect to OnStar, Navigation showed us 50 miles from the current location and could not connect to WiFi. We took it to the Dealership and were told the OnStar Control Module failed (Another common problem). The part was on back order, so we took it home. Next morning the battery was dead. Vehicle was towed to the dealership. Tech called us and said the module was actively drawing the battery (another common problem)

After doing research, this is not an isolated incident, it is a common problem and a major safety issue. If the module is not working correctly, your location is not accurate, which means if your in an accident, help will be sent to the wrong location. Also if the module is failing, it will actively drain your battery. What does that mean? If the module is faulty, the battery could drain and go dead while driving, which is obviously an issue

The Module fails so often that the part is on back order, sometimes weeks. Replacement modules are even failing once installed. The next issue is the Transmission sensor, which is the next common issue. The sensor will cause the transmission to go in and out of gear or lose power.

This vehicle needs to be recalled sooner than later...there are major issues with this vehicle, and future vehicles if the same models are installed.

Regards

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Kissimmee Fl [redacted]

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GREETINGS FROM
CHRISTMAS FL 327
5 DEC 2025 PM 2 L



WKS-210

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2025 CHEVY EQUINOX