



IMPORTANT SAFETY RECALL

June 2023

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2020-2023 model year Chevrolet Equinox and GMC Terrain vehicles may not conform to S9.1.1(a) of Federal Motor Vehicle Safety Standard (FMVSS) No. 225, "Child restraint anchorage systems. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall N232403240.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.
- If owners have any difficulty installing the child seat using the anchorage, they are advised to install child seats using the vehicle's rear seat belts until the remedy is complete.

Why is your vehicle being recalled?

One or more of the four rear seat lower child seat LATCH anchorage bars may have been finished with excessive powder coating, which could cause portions of the bar to exceed FMVSS 225's 6 mm ± 0.1 mm diameter requirement. Excessive powder coating could, in rare cases, prevent the installation of a child seat using the LATCH anchorage bars. Should this occur, owners should install child seats in the subject vehicles using the vehicle's rear seat belts, in accordance with the vehicle owner's manual and child-seat manufacturer's installation instructions, until the recall repair is performed. If child seats are not properly installed, there is increased risk of injury in a crash.

What will we do?

Your GM dealer will inspect and, if necessary, remove and replace the finish on rear seat lower child seat LATCH anchorage bars. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 30 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

Do you have questions?

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

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.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 23V339.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems

Enclosure
GM Recall: N232403240