



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 16, 2024

Mark Pohl  
General Motors, LLC  
29427 Louis Chevrolet Road  
480-210-2V  
Warren, MI 48093

NEF-107DM  
24V-925

**Subject:** Insufficient Pedestrian Warning Sound/FMVSS 141

Dear Mark Pohl:

This letter serves to acknowledge General Motors, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHEVROLET/EQUINOX EV/2025

**Mfr's Report Date:** December 12, 2024

**NHTSA Campaign Number:** 24V-925

**Components:**

ELECTRICAL SYSTEM:BODY CONTROL MODULE/BCM

FORWARD COLLISION AVOIDANCE: WARNINGS:EXTERNAL/PEDESTRIAN ALERT

**Potential Number of Units Affected:** 7,606

**Problem Description:**

General Motors LLC (GM) is recalling certain 2025 Chevrolet Equinox EV vehicles. The pedestrian alert sound system may have incorrect software and not produce sound at a sufficient volume. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 141, "Minimum Sound Requirements for Hybrid and Electric Vehicles."

**Consequence:**

A vehicle that fails to make sufficient sound may result in pedestrians being unaware of an approaching vehicle, increasing the risk of injury.

**Remedy:**

Dealers will update the software in the body control module (BCM), free of charge. Owner notification letters are expected to be mailed January 27, 2025. Owners may contact Chevrolet customer service at 1-800-222-1020. GM's number for this recall is N242479760.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to [www.nhtsa.gov](http://www.nhtsa.gov).



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

General Motors, LLC's contact for this recall will be DeMara Magruder who may be reached by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement