

Part 573 Safety Recall Report

24V-925

Manufacturer Name : General Motors, LLC**Submission Date :** DEC 12, 2024**NHTSA Recall No. :** 24V-925**Manufacturer Recall No. :** N242479760**Manufacturer Information :**

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road
480-210-2V Warren MI 48093

Company phone : 586-596-1733

Population :

Number of potentially involved : 7,606

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2025-2025 Chevrolet Equinox EV

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to determine the affected vehicles.

This recall only involves Chevrolet Equinox electric vehicle (EV) models. Other Chevrolet Equinox models are not included in this recall. Vehicles produced outside of the suspect manufacturing window are not included in this recall.

Production Dates : AUG 13, 2024 - OCT 16, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : General Motors has decided that certain 2025 model year Chevrolet Equinox EV vehicles potentially fail to conform to Section S5.4 of Federal Motor Vehicle Safety Standard (FMVSS) No. 141, "Minimum Sound Requirements for Hybrid and Electric Vehicles." The pedestrian alert sound system in these vehicles may have an incorrect software calibration and may not produce exterior sound at the required relative volume when the vehicle is travelling between 20 km/h (12.4 mph) and 30 km/h (18.6 mph).

FMVSS 1 : 141 - Minimum Sound Requirements for Hybrid and Electric Vehicles

FMVSS 2 : NR

Description of the Safety Risk : Under some conditions pedestrians may not be able to determine by sound whether an approaching vehicle is speeding up or slowing down, increasing the risk of injury to pedestrians.

Description of the Cause : BCM software calibrations were not properly implemented in production for the 2025 model year.

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : DATA FILE-BCM I/P OCC DISPLAY INFO CALN

Component Description : BCM Calibration File

Component Part Number : 85083265AF, 85760992AA, 85823201AB, 85823202AB, 85823203AB,
86561380AP, 86561386AN, 86561387AN

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

GM opened a product investigation on October 8, 2024 after an audit indicated that a 2025 Chevrolet Equinox EV's exterior pedestrian alert sound calibration was configured differently than design intent. GM's investigation determined that the body control module (BCM) software calibrations for the 2025 model year were not properly implemented in production and required correction. GM implemented those corrections at the assembly plant on October 16, 2024. Testing indicated that, as a result of the incorrect calibration, vehicles in the field may not meet all of the relative volume change requirements of S5.4 FMVSS 141. On December 5, 2024, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a noncompliance recall.

Description of Remedy :

Description of Remedy Program : Dealers will update the software calibration in the vehicles' body control module (BCM) to correct the condition. Some unsold vehicles may receive this update via wireless over-the-air (OTA) technology. Pursuant to 49 C.F.R. § 573.13(d) (1), all covered vehicles are under warranty, so reimbursement is not offered.

How Remedy Component Differs : The correct BCM software calibrations for the acoustic vehicle alerting

from Recalled Component : system will provide the intended relative volume change to meet FMVSS 141 requirements.

Identify How/When Recall Condition was Corrected in Production : Correct BCM calibrations for acoustic vehicle alerting system (AVAS) volume were implemented in GM's assembly plant on October 16, 2024.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified on December 12, 2024. Customer notification is estimated to begin on January 27, 2025.

Planned Dealer Notification Date : DEC 12, 2024 - DEC 12, 2024

Planned Owner Notification Date : JAN 27, 2025 - JAN 27, 2025

* NR - Not Reported