



IMPORTANT SAFETY RECALL

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 2025 model year Chevrolet Equinox EV vehicles potentially fail to conform to Section S5.4 of Federal Motor Vehicle Safety Standard (FMVSS) No. 141, and Section (1)(b) of Canada Motor Vehicle Safety Standard (CMVSS) No. 141, "Minimum Sound Requirements for Hybrid and Electric Vehicles." 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 N242479760.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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). 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.

What will we do?

Your GM dealer 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. 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 service correction time of approximately 45 minutes.

What should you do?

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

When scheduling your appointment, confirm with the dealer that they are an EV certified dealer.

Do you have questions?

If you have 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
Chevrolet Equinox EV	1-833-EVCHEVY (1-833-382-4389)
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 24V925.

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

GM Recall: N242479760