

Frequently Asked Questions (FAQs) for NonCompliance Recall N242479760 Electric Vehicle Sound Levels

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the NonCompliance Recall identified above.

Q1) Which vehicles are involved?

A1) 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."

Q2) What is the issue or condition?

A2) 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).

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None

Q4) What is the remedy/repair?

A4) 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.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) 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.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at **no cost** to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, please see the attached bulletin for details.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this recall?

A9) Customers who own a vehicle involved in this recall will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://experience.gm.com/ownercenter/recalls> or via NHTSA's website at <http://www.nhtsa.gov>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.