



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V639

Manufacturer Name: General Motors, LLC

Submission Date: Oct 09, 2025

NHTSA Recall No.: 25V639

Manufacturer Recall No.: N252527170

Manufacturer Information

Population

Manufacturer Name: General Motors, LLC

Address: 29427 Louis Chevrolet
Road
MAIL CODE 480-210-2V
WARREN MI, 48093

Total number of potentially involved: 23,700

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2024-2024 CHEVROLET EQUINOX EV

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Aug 08, 2023 - Aug 28, 2024

Number of potentially involved: 23,700

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.

Defect / Noncompliance Description

Description of the defect or noncompliance:

General Motors has decided that certain 2024 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 from stationary to 10 km/h (6.2 mph).

FMVSS1: 141 - Minimum Sound Requirements for Hybrid and Electric Vehicles

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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:

The sound profile in these vehicles allows too much variation in volume to consistently meet relative volume changes required by FMVSS 141 when travelling from stationary to 10 km/h.

Identification of any warning that can occur:

Component Manufacturer

Tier of Supplier:**Supplier Type:****Name:****Address:****Country:**

Involved Components

Component Name 1: MODULE, PEDESTRIAN SND ALERT**Component Description:** Pedestrian Alert Sound Control Module**Component Part Number:** 13553593

Chronology

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GM opened a product investigation on September 9, 2025 following notification from NHTSA that testing of a 2024 Chevrolet Equinox EV failed to meet FMVSS 141 section 5.4, which dictates the relative volume change when a vehicle travels from stationary to 10 km/h.

GM's investigation found that while the 2024 Equinox EV consistently meets other aspects of FMVSS 141, the variation in volume that the acoustic vehicle alerting system allows may not consistently meet the requirement for relative change in volume when travelling from stationary to 10 km/h. GM is not aware of any field incidents related to this condition. On September 18, 2025, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a noncompliance recall.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software OTA, Software

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

GM will update the vehicles' body control module software. For vehicles that are capable of receiving software changes using wireless over-the-air (OTA) technology, owners who have accepted applicable terms and conditions will have the opportunity to accept these software changes via OTA without having to bring their vehicle to a dealership. Alternatively, all owners may have the updates performed at a GM dealer.

How remedy component differs from recalled component:

The correct BCM software calibrations for the acoustic vehicle alerting system will provide the intended relative volume change to meet FMVSS 141 requirements.

Identify how/when recall condition was corrected in production:

The acoustic vehicle alerting system for the 2025 model year Equinox EV applies a different strategy and BCM software calibration.

Reimbursement Plan

Description of reimbursement program:

Pursuant to 49 C.F.R. § 573.13(d)(1), all covered vehicles are under warranty, so reimbursement is not offered.

Period of reimbursement:

Costs to be reimbursed:

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Address for reimbursement claims:

Recall Schedule

Description of recall schedule:

Dealers will be notified on September 25, 2025. Customer notification is estimated to begin on November 10, 2025.

Planned Dealer Notification Date: Sep 25, 2025 - Sep 25, 2025 No Dealers

Planned Interim Owner Notification Date: No Owners

Planned Remedy Owner Notification Date: Nov 10, 2025 - Nov 10, 2025 Phased Recall

Date when VIN will be searchable: Sep 25, 2025