

Frequently Asked Questions (FAQs) for Safety Recall N242481530 Adaptive Cruise Control May Not Stop Vehicle

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

Q1) Which vehicles are involved?

A1) General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2025 model year Chevrolet Equinox EV all-wheel drive vehicles.

Q2) What is the issue or condition?

A2) An incorrect software calibration in the brake control module prevents the vehicle's adaptive cruise control feature from braking the vehicle as designed. When adaptive cruise control is engaged and senses a need for deceleration, the vehicle may not brake to sufficiently slow or stop the vehicle.

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

A3) When adaptive cruise control is engaged, drivers may notice circumstances where the vehicle does not sufficiently slow down. In those cases, drivers should manually apply the brake to safely slow or stop the vehicle.

Q4) What is the remedy/repair?

A4) Dealers will update the software calibration in the vehicles' brake system control module (BSCM) 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) If adaptive cruise control is engaged and does not slow or stop the vehicle as expected, drivers might not timely or sufficiently brake the vehicle, increasing the risk of a crash.

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>.

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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.