

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6775
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 25, 2024

Subject: N232416860 - Customer Satisfaction Program
Incorrect Owner's Manual

Models: 2023-2024 Chevrolet Equinox
Equipped with BRAKE APPLY SYSTEM-ELECTRO HYDRAULIC, E-
BOOST (RPO JE0)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N232416860 today. The total number of U.S. vehicles involved is approximately 282,553. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in February 2024.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 25, 2024. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N232416860 Incorrect Owner's Manual



Release Date: January 2024

Revision: 00

Attention: This program is in effect until February 28, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2023	2024	JE0	BRAKE APPLY SYSTEM-ELECTRO HYDRAULIC, E-BOOST

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2023-2024 model year Chevrolet Equinox vehicles, equipped with E - Boost (JE0), may have incorrect instructions in the owner's manual for Dinghy and Dolly Towing.
Correction	Dealers are to install the owner manual inserts.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107005	Print and Install Owner Manual Insert	0.1	ZFAT	N/A

Service Procedure

- Print the appropriate language owner manual insert(s) for your service area.
 - For US: English Version
 - For CA: English and French Versions.
- Locate the owner manual.
- Add the owner manual inserts into the owner's manual.

English

Insert to the 2023 and 2024 Chevrolet Equinox Owner's Manual

This information replaces the "Dinghy Towing" and "Dolly Towing" information found under "Recreational Vehicle Towing" in the "Vehicle Care" Section of the owner's manual.

Dinghy Towing

Run the ignition of a vehicle that is being dinghy towed in the beginning of each day, and at each fuel stop for about five minutes to ensure proper lubrication of transmission components.

Caution

Too much or too little fluid can damage the transmission. Be sure that the transmission fluid is at the proper level before towing with all four wheels on the ground.

Litho in U.S.A.
Part No. 85686622

Caution

Do not tow a vehicle with the front drive wheels on the ground if one of the front tires is a compact spare tire. Towing with two different tire sizes on the front of the vehicle can cause severe damage to the transmission.

To dinghy tow:

- Position the front of the vehicle being towed—with all four wheels on the ground—behind the towing vehicle.
- Secure it to the towing vehicle.
- Put the vehicle in N (Neutral).
- Shut engine off (vehicle will remain in accessory mode).
- Release the Electric Parking Brake (EPB), if applied.
- Disconnect the negative (-) terminal connector from the 12-volt battery.
- Close the hood of the vehicle.

Caution

If the vehicle is towed without performing each of the steps listed under "Dinghy Towing," the automatic transmission could be damaged. Be sure to follow all steps of the dinghy towing procedure prior to and after towing the vehicle.

Caution

If 105 km/h (65 mph) is exceeded while towing the vehicle, it could be damaged. Never exceed 105 km/h (65 mph) while towing the vehicle.

Once the destination is reached:

- Shift the vehicle to P (Park).
- Reconnect the negative (-) terminal connector to the 12-volt battery.
- Start the engine and let it idle for more than three minutes before driving the vehicle.

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For AWD vehicles only, a lubrication cycle is recommended after 2 700 km (1,700 miles) of recreational dinghy towing. Drive the vehicle in AWD up to 40 km/h (25 mph) for a minimum of 30 seconds to distribute lubrication throughout the rear drive module and protect the system for additional dinghy towing.

Dolly Towing



To tow the vehicle from the front with the rear wheels on the ground:

1. Put the front wheels on a dolly.

2. Move the shift lever to P (Park).
3. Set the parking brake.
4. Secure the vehicle to the dolly.
5. Follow the dolly manufacturer's instructions for preparing the vehicle and dolly for towing.
6. Release the parking brake.
7. Turn vehicle off.
8. Disconnect the negative (-) terminal connector from the 12-volt battery.
9. Close the hood of the vehicle.

For AWD vehicles only, a lubrication cycle is recommended after 2 700 km (1,700 miles) of recreational dolly towing.

Drive the vehicle in AWD up to 40 km/h (25 mph) for a minimum of 30 seconds to distribute lubrication throughout the rear drive module and protect the system for additional dolly towing.

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French

Encart dans le guide du propriétaire pour Chevrolet Equinox 2023 et 2024

Cette information remplace l'information « Remorquage sur quatre roues » et « Remorquage avec chariot » dans « Remorquage d'un véhicule récréatif » de la section « Entretien du véhicule », dans le guide du propriétaire.

Remorquage pneumatique

Mettre le contact d'un véhicule qui est remorqué à plat sur les quatre roues, au début de chaque jour et lors de chaque remplissage de carburant, pendant environ cinq minutes, afin d'assurer la lubrification correcte des composants de boîte de vitesses.



Imprimé aux États-Unis
Numéro de pièce 85686622

Attention

Un niveau de liquide trop élevé ou trop bas risque d'endommager la boîte de vitesse. Avant de remorquer le véhicule sur ses quatre roues, vérifier, et ajuster, le cas échéant, le niveau du liquide de la boîte.

Attention

Ne pas remorquer le véhicule avec les roues avant au sol si l'une de ces roues est une roue de secours compacte. Le fait de remorquer un véhicule dont les roues avant sont de taille différente risque d'endommager sérieusement la boîte de vitesses.

Pour remorquer avec une barre de remorquage sur quatre roues :

1. Placer l'avant du véhicule remorqué, avec les quatre roues au sol, derrière le véhicule qui le tracte.

2. Le fixer au véhicule qui le tracte.
3. Sélectionner le point mort (N).
4. Couper le moteur (le véhicule reste en mode d'alimentation des accessoires).
5. Desserrer le frein de stationnement électrique (EPB), si celui-ci est serré.
6. Débrancher la cosse négative (-) de la borne de batterie 12 volts.
7. Fermer le capot du véhicule.

Attention

Si le véhicule est remorqué sans effectuer toutes les étapes décrites dans la rubrique « Remorquage sur quatre roues », la boîte de vitesses automatique peut être endommagée. S'assurer de suivre toutes les étapes de la procédure de remorquage sur quatre roues du début à la fin.

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Attention
Si vous dépassez 105 km/h (65 mi/h) pendant le remorquage de votre véhicule, il pourrait subir des dégâts. Ne jamais dépasser 105 km/h (65 mi/h) lors du remorquage de votre véhicule.

Une fois à destination :

1. Mettre la boîte de vitesses en position de stationnement (P).
2. Rebrancher la cosse négative (-) sur la batterie 12 volts.
3. Faire démarrer le moteur et le laisser tourner au ralenti pendant plus de trois minutes avant de rouler.

Pour les véhicules équipés de la traction intégrale (AWD) uniquement, un cycle de lubrification est recommandé après 2 700 km (1 700 miles) de remorquage derrière un véhicule récréatif. Conduire le véhicule en traction intégrale (AWD) jusqu'à 40 km/h (25 mi/h) pendant au moins

30 secondes pour répartir la lubrification dans le module d'entraînement arrière et protéger le système pour un remorquage sur chariot supplémentaire.

Remorquage avec chariot



Pour remorquer le véhicule par l'avant avec les roues arrière sur le sol :

1. Mettre les roues avant sur un chariot.
2. Déplacer le levier de vitesses en position de stationnement (P).

3. Serrer le frein de stationnement.
4. Fixer le véhicule sur le chariot.
5. Respecter le mode d'emploi du fabricant du chariot pour préparer le véhicule au remorquage.
6. Desserrer le frein de stationnement.
7. Couper le contact.
8. Débrancher la cosse négative (-) de la borne de batterie 12 volts.
9. Fermer le capot du véhicule.

Pour les véhicules équipés de la traction intégrale (AWD) uniquement, un cycle de lubrification est recommandé après 2 700 km (1 700 miles) de remorquage avec chariot de plaisance.

Conduire le véhicule en traction intégrale (AWD) jusqu'à 40 km/h (25 mi/h) pendant au moins 30 secondes pour répartir la lubrification dans le module d'entraînement arrière et protéger le système pour un remorquage sur chariot supplémentaire.

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Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through February 28, 2026. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through February 28, 2026, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

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Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program

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February 2024

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2023-2024 model year Chevrolet Equinox may have incorrect instructions in the owner's manual for Dinghy and Dolly Towing.

Your satisfaction with your Equinox is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will install the owner manual inserts. This service will be performed for you at **no charge until February 28, 2026**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any 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	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Equinox vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

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