



Service Bulletin

Bulletin No.: 24-NA-121

Date: June, 2024

INFORMATION

Subject: Information on Wireless Charging Module Non Functional Concern

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox EV	2024	2024	-	-	All	All

Involved Region or Country	North America, Brazil (Mercosur), Chile (West), Colombia (West), Ecuador (West), Japan
Additional Options (RPOs)	CHARGER - INDUCTIVE PORTABLE WIRELESS DEVICE (RPO K4C)
Condition	Some customers may notice that their vehicle is equipped with a wireless phone charging module and comment that the wireless charging is inoperative.
Cause	The 2024 Equinox EV will not be receiving a functional wireless charging feature.
Correction	Explain to the customer that this feature will not be available for their vehicle. If necessary, please remind the customer that they were not charged for this feature upon purchasing the vehicle. Important: This wireless charging module should not be removed as it supports communication between other modules within the vehicle and can still set DTC's.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying,

packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

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