



# Service Bulletin

Bulletin No.: 24-NA-121

Date: September, 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

<b>Involved Region or Country</b>	North America, Brazil (Mercosur), Chile (West), Colombia (West), Ecuador (West), Japan
<b>Additional Options (RPOs)</b>	CHARGER - INDUCTIVE PORTABLE WIRELESS DEVICE (RPO K4C)
<b>Condition</b>	Some customers may notice that their vehicle is equipped with a wireless phone charging module and comment that the wireless charging is inoperative.
<b>Cause</b>	The 2024 Equinox EV will not be receiving a functional wireless charging feature.
<b>Correction</b>	<p>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.</p> <p><b>Important:</b> This wireless charging module should not be removed as it supports communication between other modules within the vehicle and can still set DTC's.</p> <p><b>Important:</b> The 2025 Equinox EV will have wireless charging; however, these charge mats will not be backwards compatible for a 2024. Dealers will not have the ability to reactivate the modules in service.</p>

**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.**

<b>Version</b>	2
<b>Modified</b>	Released June 28, 2024 Revised September 10, 2024 – Added Important Note about 2025 Equinox EV.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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