

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 10-AUG-2017 SEP 22 2017		Repository ☐ Reference No. 11014152	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
BALTIMORE		MD			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
1GNKVGKD1HJ		CHEVROLET		TRAVERSE	
Model Year		Engine:		Fuel Type:	
2017		No: Cylinders		Regular	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
07-07-2017		Koons Chevy 410-931-8600		No: Cylinders	
Original Owner		Dealer's City		State	
☒		White MARSH		Md.	
		Zip Code		6	
		21162		Regular	
Transmission Type		Antilock Brakes		Incident Date(s)	
Automatic		☒		JUL-2017	
Powertrain		Cruise Control		29	
AWD		☒			
Multiple Failure:		Inside Carpet Dash			
Flooded					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 162000 STRUCTURE: BODY				Failure Mileage	
Roof of Traverse, Inferior Workmanship at Lansing, MI				856	
Assembly line - Should NEVER been sent to Koons Chevy				Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment		Failure Location:	
		☐ Prior Repair			
Tire Component Code		Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		Number of Deaths	
				Reported to Police	
				N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2017 CHEVROLET TRAVERSE. AFTER THE VEHICLE WAS PARKED OUTSIDE IN THE RAIN, THE CONTACT NOTICED WATER INSIDE THE VEHICLE. THE VEHICLE WAS TAKEN TO KOONS CHEVROLET (LOCATED AT 10207 PHILADELPHIA ROAD, WHITE MARSH, MD 21162, TEL: 410-931-8600) TO BE DIAGNOSED. THE DIAGNOSTIC RESULTS WERE UNKNOWN. THE MANUFACTURER WAS NOT CONTACTED OR NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 820.856. The above Traverse Should of never been sent to Koons Chevy for them to sell. This Traverse is a lemon. I could of been shocked to death. Georgia from Texas Customer Service contacted me approx'ly Aug. 5, 2017 and a few more times to no avail. I wrote to GM Chevy HQs Detroit, MI on 8-16-17 + 8-21-17. GM never responded to me. It is NOT KOONS Chevy's Fault.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The Traverse should of never left Lansing, MI Assembly plant, to be sold to me or anyone. I Am very, very concerned about the air bags, complete electracle componenents, The inferior workmanship at Gm's LANSING MI's PLANT. This Traverse has been in the service since July 29, 2017! Sometime in October they (GM Detroit HQ's) wants (dept's) me to pick up the LEMON that they sent KOONS Chevy to sell. I do not want to pay for a LEMON, being in the service dept. From July 29, 2017 to Sometime in October. Noone from Gm wants me to get a Replacement TRAVERSE; NO ONE! And again it is not KOONS Chevy's Fault. [REDACTED]

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

I sent this letter to: GM Chevy Div.

P.O. Box 33170
Detroit, MI, 48232-5170

Copy To Koons
Chevy

Dear GM-Chevy Div., 08-15-2017

(GM CASE # [REDACTED])

Ref: 2017 Chevy Traverse LT VIN #;

1GNKV GKd1 HJ [REDACTED]; Brand New

After 3 months of test driving all Brands of SUV's, we chose the Chevy Traverse. It was the Best SUV; and J.d. Powers, Motor Week and Consumer Reports agreed with my Family and me.

Purchase Price \$33,641.71

We bought the Chevy on July 7th, 2017 from Koons Chevy, White Marsh Md. 21162. I do not blame Koons for anything. GM Chevy sent Koons A Lemon. On July 27th and 28th it RAINED; as I was getting into the Traverse I noticed RAIN water on my Floor Pad - it was Flooded on July 29th 2017. I was very lucky not to be electrocuted starting the Traverse; Having asthma I can not breathe mold and mildew. I would of had an Attack.

I took it to Koons right away on July 29th, 2017. The tech's are trying to find the LEAK or Leaks. The dash and steering was taken apart as was the electrical components, took out carpeting and days Later - they tore out the Head Liner. They think it was a roof leak.

What happened to the 127 point check from GM Assembly Line? I am afraid to drive this TRAVERSE; it is a Disaster, The integrity of the air bags, electrical systems, the Roof, this Chevy should of never been sent to a NEW CAR-Dealership! This Traverse has Absolutely NO Market Value now for me. It was supposed to Brand New.

b6

Copy to Koons
Chevy

GM CASE # [REDACTED]

This Traverse has no integrity, it is UNSAFE AND UNHEALTHY in all ways.

Again, this BRAND NEW Traverse should of NOT left Lansing - GM MI!

I want GM-Chevy Div. to take this LEMON from me. I/we know TRAVERSE is an outstanding Chevy - I want the lemon to be returned and I want the outstanding Traverse; myself, my wife, my family, J.D. Powers, MotorWeek, Consumer Reports would agree with the ABOVE STATEMENT. Please contact me within 14 days to resolve this matter.

Sincerely,

A Chevy/GM Lover

[REDACTED]

Balto., Md. [REDACTED]

Tele. # [REDACTED]

I request that you (Replace or Repurchase) my Traverse under the LAWS of Md. Code ANN. COM LAW 11 14-1502

P.S. - Ms. Georgia (customer service has been nice) from TEXAS center, GM

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