



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

Repository ☐

26-OCT-2018

Reference No.

11142807

DEC 11 2018

OWNER INFORMATION (Type or Print)

Name

Address

City

ALPHARETTA

State

GA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

CHEVROLET

Model

TRAVERSE

Model Year

2017

Date Purchased

Dealer's Name and Telephone Number

AUTONATION 2175 MANSELL RD

Engine:

No: Cylinders

Fuel Type:

REG

Original Owner

☒

Dealer's City

ALPHARETTA

State

GA

Zip Code

30009

Transmission Type

AUTO

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

10-OCT-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 134000 VISIBILITY: SUN ROOF ASSEMBLY

Failure Mileage

23000

Failure Speed

APPROX 48 MPH

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

☐ Prior Repair

Failure Location:

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

☐ Yes

☒ No

Fire

☐ Yes

☒ No

Number of Persons Injured

0

Number of Deaths

0

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. THE CONTACT STATED THAT THE SUN ROOF EXPLODED WITHOUT WARNING. THERE WERE NO INJURIES. THE DEALER (AUTONATION CHEVROLET NORTHPOINT, 2175 MANSELL RD, ALPHARETTA, GA 30009, (770) 383-1536) PROVIDED A COST ESTIMATE FOR THE SUN ROOF GLASS REPLACEMENT AND STATED THAT THE FAILURE WAS DUE TO THE ENVIRONMENT. THE MANUFACTURER WAS ALSO NOTIFIED AND RECOMMENDED THAT THE VEHICLE BE TAKEN TO AN INDEPENDENT FACILITY TO HAVE THE PART REPLACED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 23,000. THE VIN WAS NOT AVAILABLE. SEE VIN ABOVE. REPAIR REFUSED BECAUSE OUT OF GLASS WARRANTY PERIOD OF 12 MO/12,000 MILES. ENVIRONMENT IS A "CATCH ALL" IMPOLODED FROM INSIDE OUTWARD AS PICTURES REVEAL. LETTER TO BARRA WAS VERBALLY ACKNOWLEDGED FROM LETTER READER/MSG. TAKER. REQUEST WAS FOR WRITTEN RESPONSE BECAUSE OF SERIOUS SAFETY CONCERNS. LETTER ATTACHED

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

EFFECTS 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 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.

[REDACTED]
Alpharetta, GA [REDACTED]

Mary T Barra, CEO
General Motors
PO Box 33170
Detroit, MI 48232

Ms. Barra:

Since my 2017 Chevrolet Traverse Premier exploded/imploded on Rt 130 in Seneca, SC, I have learned too much regarding several areas of your GM business processes and customer interface and satisfaction.

Here are my strong recommendations: 1. Have your entity's responsible parties analyze and evaluation the reason(s) why the sunroofs installed on your GM vehicles are exploding/imploding for no apparent reason. 2. Review your businesses processes in entirety as to customer interface via phone as well as in person.

I cannot accept or believe that GM, from a brand, image and customer interface, would not address these issues and concerns. Especially recommendation #1. Simply stated, if the sunroof barrier was opened at the occurrence, shattered glass from above would have caused potentially serious injury or possibly a serious accident involving this vehicle and other vehicles.

It has been documented that the problem exists from both the NHTS and reputable publications. Amazing. Is deferment the strategic decision which has caused this?

As to concern # 2, I have spent numerous hours trying to address. This relates to case [REDACTED]. I've even gone so far as specifically request that the recorded be forwarded to you which, among other customer request was a negative response. Bottom line is that it is an environmental incident. I apologize. But what?

Finally I had a face to face conversation today with Autonation Northpoint, Alpharetta, GA with service advisor Mike Fair and Todd Harper, Manager. The real reason was that all glass is not covered by the bumper to bumper warranty. But the glass warranty for 12 months or 12,000 mile.

Amazing. Why would I waste my time and mileage going through this nebulous business repeated calls when I did not have to even bring the vehicle in for "inspection" (94 minutes) and then awaited a phone call saying GM denied. Inappropriate at best

I have also made other requests which your organization locally and national. You cannot fulfill or not want to fulfill. I look forward to your written response. It is definitely not the \$882 cost of replacement. But a paramount issue of safety, security and representlon.

Sincerely,
[REDACTED]

10/26/18





