

APR 29 2019

April 19, 2019

To: Neelie O'Connor---Executive Director
CHEVROLET
POB 909989
Milwaukee, Wi. 53209-9989

CL-1118 3031-8675

Re: [REDACTED]
2015 Chevrolet Traverse
VIN: 1GNKRGKD7J [REDACTED]

Dear Neelie O'Connor,

Hello again. Regrettably, I am writing to inform you of a **HIGHLY DANGEROUS SITUATION** associated with our 2015 Chevrolet Traverse. As I detailed to you in my letter of February 15th, 2019, our vehicle stalled twice while driving at high speed (55-60 mph) rendering our steering totally impaired and putting us in a dangerous situation. We took the vehicle to MY CHEVROLET in Salinas, California where it was checked and a new PURGE SOLENOID installed on February 13th to remedy the problem. However, on February 25th, the check engine light reappeared and the car stalled again for the third time while traveling at 55 mph on Reservation Road near Marina, California. We were again fortunate that the vehicle stalled on a straight part of the road and we had ample shoulder to coast over to get out of traffic. We immediately drove the car to MY CHEVROLET who now diagnosed that a **FAULTY THROTTLE BODY WAS STICKING and was DEFECTIVE (EEC TEST-Code P2101 traced and found Throttle Body Sticks Intermittently---has internal failure).**

This problem appears to be related to the PURGE SOLENOID defect and is **HIGHLY DANGEROUS causing the engine to completely shut down while traveling at high speeds.** First, this problem is NOT on your radar. Whether this is caused by a **DEFECTIVE PART or an interface with the PURGE SOLENOID needs to be RESEARCHED and reported.** Second, the problem was NOT detected in 2 prior diagnostic checks done by MY CHEVROLET---possibly because this problem was not in your system? Third, what happens if the new replacement THROTTLE BODY part goes Bad again?

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Needless to say, this problem has caused tremendous ANXIETY for me and I am now uncomfortable driving the vehicle. In addition, we do not think we should have been charged for the repair work in that this was a **LIFE AND DEATH DEFECT** that should OverRide the regular warranty for normal wear and tear parts.

Please reconsider your warranty provisions given this SPECIAL SITUATION and cover our expenses for this Defect. Also, please have your TESTING Engineers analyze the THROTTLE BODY parts/manufacturing and add this problem to your RECALL list. AGAIN, this is a **LIFE AND DEATH DEFECT**. We have been lifelong Chevy and Cadillac owners and hope you will honor your commitment to your customers to provide SAFE, RELIABLE vehicles and quickly address special issues that may arise from time to time in the manufacture of your products---especially when **HIGHLY DANGEROUS LIFE AND DEATH problems occur**.

Most Sincerely,

Salinas, Ca.

cc. NHTSA
US HIGHWAY SAFETY ADMINISTRATION



Salinas, CA



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