

FEB 25 2019

CL-11183031-9010

February 15, 2019

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

RE: [REDACTED]
2015 Chevrolet Traverse
Vin: 1GNKRGKD7 [REDACTED]

Dear Sirs:

We want to make you aware of a **HIGHLY DANGEROUS SITUATION** with your 2015 CHEVROLET TRAVERSE vehicle that requires your attention. While driving on the Highway 68 Corridor between Salinas and Monterey, California, our vehicle engine stalled while we were traveling at @ 55mph in heavy traffic. I had to drift over to the right shoulder which luckily was available to me. After two unsuccessful attempts to restart the engine, we waited 2-3 minutes and the engine finally restarted and we were able to continue to our home without further incident. This was the second time that the engine had failed/stalled while in motion. About 3 days earlier the same situation had occurred while [REDACTED] was driving @ 50 mph on River Road and had to drift over to the right shoulder---again luckily available to her on this very busy roadway. She had to wait about 5 minutes before the engine restarted.

In the paperwork we received back in July of 2018 regarding the **INOPERATIVE PURGE SOLENOID** (see enclosed letter), our vehicle checked all the boxes for the symptoms listed: Check Engine light had come on; hard start and rough idling; variation in idling speed; difficulty in starting after a gas fill up. The important thing **MISSING** from your list of symptoms was the potential of **ENGINE STALLING WHILE DRIVING**. Clearly, this could result in an **ACCIDENT OR FATALITY**.

Please alert other drivers with this situation and implore them to get this problem fixed immediately to avoid **POTENTIAL FATALITIES**. We waited 3-4 weeks from when our symptoms began and immediately after the Engine Stall events before we finally took the vehicle into our local dealership for the repair. **NOTE: After having the purge solenoid replaced, our vehicle has driven smoothly and without Stalling incident to date.** However, this event has created some anxiety in driving the vehicle for [REDACTED] who is concerned that the stalling might occur again. Hopefully, the issue has been fully resolved.

EA
2-27-19
WD

Thank you for your prompt consideration of this matter and **PLEASE ALERT OTHER OWNERS** of this vehicle of the situation. Feel free to call us at [REDACTED] to discuss further.

Most Sincerely,

[REDACTED]

[REDACTED]

CC: NHTSA
US HIGHWAY SAFETY ADMINISTRATION



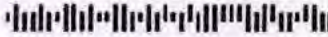
Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

444-4000



18029 1GNKRGKD7E [redacted] 3 0016204

SALINAS, CA [redacted]



July 2018

This notice applies to your vehicle, VIN: 1GNKRGKD7E [redacted]

Dear [redacted]

As the owner of a 2015 model year Chevrolet Traverse, your satisfaction with our product is very important to us.

Yes
Yes
Yes
Yes
This letter is intended to make you aware that some 2015 model year Chevrolet Traverse vehicles may have an inoperative purge solenoid that could lead to excessive fuel vapors entering the combustion chamber from the fuel tank. This condition could result in no start, idle stall, and possible drivability issues such as hesitation. The driver may see a check engine light, and may notice a ticking noise, and variation in idle speed. The driver may experience this condition most immediately after filling up the vehicle with gas or while coming to a stop.

Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015 Chevrolet Traverse within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at no charge. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a Chevrolet dealer. You may want to contact your Chevrolet dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by July 31, 2019, unless state law specifies a longer reimbursement period.

GM

Salinas, CA

SAN JOSE CA 950

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NHTSA
1200 New Jersey Ave., SE.
WEST BUILDING
WASHINGTON, DC 20590

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