

CL-11427404-9345

[REDACTED]  
Spurgeon, Indiana [REDACTED]  
July 23, 2021

Chevrolet Motor Division  
Chevrolet Customer Assistance Center  
P O Box 33170  
Detroit, MI 48232-5170

Dear Sir:

On May 13, 2021 we purchased a 2020 Chevy Traverse LT VIN  
1GNERGKW2LJ [REDACTED]. Three times since the purchase, my husband's  
foot has slipped under the brake pedal when backing up and trying to use the  
brake. All three times, we have been blessed not to hit anything.

We traded a 2016 Traverse in so we are familiar with this model. Are there  
any other complaints of a safety defect between the brake pedal and foot  
feed? We did not have a problem with the 2016 Traverse doing this.

We checked with the Chevy service department July 22, 2021, and they  
stated there was no adjustment for this. I am concerned with our safety that  
this could happen again. Any feedback would be greatly appreciated.

Sincerely,

[REDACTED]  
Copy: Administrator, NHTSA  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590

[Redacted]  
Spurgeon, In

W41-306

7015 0640 0000 4286 0764

PLACE STICKER AT TOP OF RETURN ADDRESS, FOLD AT DOTTED LINE  
**CERTIFIED MAIL**



7015 0640 0000 4286 0764

Administrator, NHTSA  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590

400



Department of Transport.

To: W41-306  
Location Code: DOT  
Cost Center: 4 West  
Mail Point: NEC, NOA, NIA  
External Carrier: USPS Certified Mail  
Sender:  
Manufactured:  
Purchase Order:  
DOT

7/29/2021



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