

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11553734
Date: Tuesday, November 7, 2023 8:16:06 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

From: [REDACTED]
Sent: Monday, November 6, 2023 12:27 PM
To: nhtsa.webmaster@dot.gov
Subject: Fwd: 2015 Chevrolet Traverse Recall

[External Email]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

My name is [REDACTED] and I live in Plainsboro NJ. I own a 2015 Chevrolet Traverse. I received a letter from General Motors letting me know about a recall in June (attached). The letter states that it is a Safety Recall having to do with the driver side airbag which may contain a supplier manufacturing defect that may result in an inflator rupture during deployment. It goes on to say that the inflator rupture may cause metal fragments to pass through the airbag and into the vehicle which may result in injury or death. I contacted our dealer Ciocca Chevrolet of Princeton and told them I received this recall letter. They said they did not have the parts, but when the parts came in, I would be notified. I called the number on the recall letter to ask when the parts would come in and they told me I would be notified.

Since June I have reached out to GM and the Dealership and both continue to say they will notify me when the parts come in.

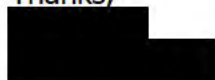
It is now four months and GM continues to tell me that they don't know when the parts are coming in. I have been driving an unsafe car. GM says they are not loaning cars or providing rentals for this recall. I find this unacceptable and need help getting this resolved.

On the recall letter it says contact you if GM hasn't resolved the problem on a timely basis. When I called your department you said you can't help. That you can't force GM to provide a loaner while this issue is being resolved. Again I find this unacceptable. If you can't help me, who can?

Please respond to this email as soon as possible. I have been very lucky till now that nothing has happened and I continue to pray that nothing will happen. However, I do not have another choice but to risk driving my car on a daily basis since I need to drive to work.

Looking forward to hearing from you with a resolution.

Thanks,

A black rectangular redaction box covering the signature of the sender.

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.



GM Motors Complaint CRM

1 message

Kevin Noland <NolandK@dca.njoag.gov>

Mon, Nov 6, 2023 at 11:14 AM

To: 



The Division received the complaint you filed and I received the message you left this morning on my voicemail. Unfortunately the Division cannot force the Manufacturer to provide you with a loaner car until the parts are available to perform the recall on your vehicle.

This does not preclude you from consulting with an attorney or filing a case privately in court against the Manufacturer.

I'm sorry that the Division will be able to provide you with further assistance with this matter.

Sincerely,

Kevin Noland, Supervising Investigator

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Thanks for Letting Us Know About Your Safety Problem

1 message

NHTSA-ODI-Consumer-Communication@service.govdelivery.com <NHTSA-ODI-Consumer-Communication@service.govdelivery.com>
Reply To: Artemi Support@dot.gov
To: [REDACTED]

Mon, Nov 6, 2023
at 11:01 AM

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadway.

Your tracking number assigned by NHTSA for this issue is **11553734**. Please keep this number for your record and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defect trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](https://www.nhtsa.gov) with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [NHTSA.gov](https://www.nhtsa.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)



IMPORTANT SAFETY RECALL

June 2023

[REDACTED]
[REDACTED]
Plainsboro, NJ [REDACTED]

This notice applies to your vehicle, VIN: [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 model year Chevrolet Traverse vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N232404980.

Why is your vehicle being recalled?

In these vehicles, the front-driver airbag inflator may contain a supplier manufacturing defect that may result in inflator rupture during deployment. An inflator rupture may cause metal fragments to pass through the airbag and into the vehicle interior, which may result in injury or death to vehicle occupants.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your Chevrolet dealer will replace the front-driver airbag module. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. You can also check the status of this recall at: <https://my.gm.com/recalls>.



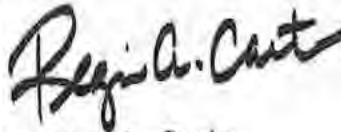
Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 711 / 1.800.833.2438).

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 23V334.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N232404980