

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: OID # 11562427 2020 Traverse exhaust & bracket
Date: Thursday, February 8, 2024 2:35:13 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, February 8, 2024 2:18 PM
To: Vehicle Safety Hotline <vsh@dot.gov>; DataQuality, DataQuality (NHTSA)
<DataQuality@dot.gov>
Subject: FW: OID # 11562427 2020 Traverse exhaust & bracket

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.

The # on my acknowledgment email is different than what was given to me when I called, so I wanted to forward all info to this email address with new number.

Thank you!

----- Original message -----

From: [REDACTED]
Date: 12/28/23 6:35 PM (GMT-06:00)
To: National Transportation Safety Board <VSH@dot.gov>
Subject: OID # 11552427 2020 Traverse exhaust & bracket

Attached are:

1. A video that I discovered the weld broken loose; 2. A photo of the hole in the pipe under the bracket (exact size and shape of the bracket that broke loose).
2. A copy of the dealership's work order recommendation; and
3. The GM claim # wherein I asked them to pay for the repair since this is an ongoing issue they gave with these exhaust pipes and brackets, and their decline. The vehicle is 3 years old, this is not a wear and tear issue. I have, in all my car buying and owning years, have never had a welded bracket break way from the exhaust pipe, especially in a 3 year old, one owner vehicle.

This is a known issue. They have already recalled the 2021 for the exact issue under (N222385510). On the GMauthority.com page there are many others in the comments stating this is an issue with 2020's as well, with no recall yet.

According to General Motors, the new GM Special Coverage (N222385510)

I have currently patched it 3x, as it burns right through the patching tape within a few days,

this last time I added a clamp (in an effort to stop the deadly fumes from coming in my air vents).

Please let me know if you need any other information yo help assist in getting GM to make this very needed recall of the front pipe and bracket.

Thank you,

A large black rectangular redaction box covering the signature and name of the sender.



Case [SR: [REDACTED]], Status
update for your 2020 Chevrolet Traverse
concern



December 28, 2023 5:11 PM

CustomerCare@GMC.com

Details

Dear [REDACTED]

Thank you for contacting us regarding the concern you have experienced with your vehicle. At Chevrolet, our commitment to customer satisfaction is a top priority and we sincerely apologize for any concerns you may have experienced.

Although the need for repairs is unfortunate, vehicles are complex machinery and sometimes do require repairs. That is why every vehicle sold is backed by the Chevrolet New Car Limited Warranty. During the warranty period, Chevrolet will provide for repairs to the vehicle to correct any vehicle concerns related to materials or workmanship. Mechanical concerns arising from normal wear and tear, improper maintenance, tampering, abuse, or physical damage are not covered by the warranty.

Chevrolet does review each customer's concern on an individual basis. After careful consideration of the facts in your situation, we have determined that your case is not eligible for financial assistance at this time.

We appreciate the opportunity to review this matter, and hope you understand our position as it relates to the manufacturer's obligation. If you have additional questions or concerns, I can be reached at the number listed below, or emailed at CustomerCare@Chevrolet.com (please reply with history to this email for fastest response).

Regards,



Reply



Reply all



Forward



Delete



More





