

[REDACTED]
Stuart, FL [REDACTED]

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Administrator:

Received the attached recall in June 2023.

It is now October 10. They stated in June they were working as quickly as possible to get repair parts, but to date nothing. I called my dealer today (10-10-23) and they stated there were still no parts available. I then called Chevrolet Customer Assistance Center and spoke to Ashley who confirmed there were still no parts. They are supposedly working on this problem still. This makes me extremely uncomfortable driving this vehicle. I asked Ashley if contacting you would help any and she said didn't know, but reiterated that they are still working on the problem.

General Motor Recall: N232404980

My VIN: 2GNKRFDXH [REDACTED]

Can you please provide me with answers as to why this should still be going on and get Chevrolet to remedy this situation.? It apparently is quite dangerous. Why have an airbag that can kill me???

Sincerely,

[REDACTED]
Attachment



IMPORTANT SAFETY RECALL

June 2023

[REDACTED]
Stuart, FL [REDACTED]

*called
10-9-23*

This notice applies to your vehicle, VIN: 1GNKRFDXH [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 2017 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>.



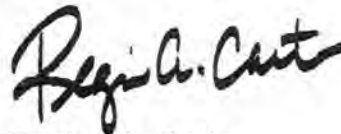
Do you have questions?

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



*www.chevrolet.com/
ownercenter
recall*

Stuart, FL

WEST PALM BCH FL 334

11 OCT 2023 PM 2 L



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

20590-

