

Thousand Oaks, CA

I am reaching out to you in desperate need for your help. It seems no one at GM cares that I am driving around in death trap. My 2017 Chevy Traverse has **an IMPORTANT SAFETY RECALL**, and GM has done nothing about it for over one year now.

GM safety recall N232404980

I called the 800 -222-1020 and the Mekia must have said "I am sorry 20 times." She could not give any information to reach you. No email address, no phone number, NOTHING. I have always been a Chevrolet car owner. If this is what customer service is, I will be a former Chevy Owner.

Please contact me personally, [REDACTED]

6/26/2024



IMPORTANT SAFETY RECALL

June 2023

[REDACTED]
Thousand Oaks, CA [REDACTED]

This notice applies to your vehicle, VIN: 1GNKVKHD9HJ [REDACTED]

Dear Rushing Family Trust:

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>.



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NEF
11/21/21

National Highway Traffic & Safety Administration
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