



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

August 27, 2024

NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

Re: Phillips Chevrolet
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your office on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Keya Lowe

Keya Lowe
Citizen's Advocate
Consumer Protection Division
keya.lowe@ilag.gov
872-769-6384

enclosure

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Contact Information

Consumer Complaint

Please read before filling out this form:

Complete the form below to file your complaint with our office. **Note that you must complete all the required fields in order for your complaint to be accepted.** When filling out this form, if you have any additional supporting documents, you will need to upload them electronically on the section/tab at the top of this form titled **"Additional Documents"**. Please prepare the corresponding documents before attachment to your complaint.

Sections/Tabs:

The Consumer Complaint online submission form has five sections. The sections of this form can be navigated to by clicking the tabs at the top of this form.

The section/tab names at the top part of this form are:

- **Contact Information** - This section is where you will fill out all contact information regarding your complaint.
- **Transaction** - All transaction related information will need to be filled out on this tab.
- **Description** - Describe the relief you are seeking and describe the transaction and your complaint in detail.
- **Additional Documents** - This section is where you can upload additional documents related to the complaint you are filing.
- **Read before submission** - Please read each point and agreement before submitting.

NOTICE

Complaint forms are public records, which are subject to the Freedom of Information Act, just like other public records. If we receive a request for copies of records that include your complaint, we may be required to provide a copy of your complaint to the requestor. Information that would reveal your identity as a complainant is, however, exempt from disclosure and will be deleted from copies that we provide, allowing the requestor to read your complaint without compromising your privacy.

Your Information

Title

Mr. Mrs. Ms. Other

First Name *

[Redacted]

Last Name *

[Redacted]

Address *

Street Address

[Redacted]

City

New Lenox

State

IL

Zip Code

[Redacted]

Daytime Phone Number *

[Redacted]

Evening Phone Number

County

E-mail *

[Redacted]

I am a senior citizen I am a veteran I am a service member

Name of seller or provider of service



Name of seller or provider

Phillips Chevrolet

Seller or provider address

Street Address

9700 W. Lincoln Hwy.

City

Frankfort

State

IL

Zip Code

60423

Website

https://www.phillipschevy.com

Phone Number

I have complained to the company or individual

Person contacted

Phone Number

Would you like to add additional seller or provider's name?

Yes No

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Transaction" Tab.

Transaction

I have submitted this to another government agency, an arbitration service, an attorney or this matter is part of a court action.

Information about transaction



Date of Transaction

06/13/2024

I signed a contract

Date contract was signed

06/13/2024

This product or service was advertised

Amount paid to date or down payment

Method of payment

Cash

Money Order

Check

Credit Card

Debit Card

Bank Draft

- Wire Transfer Automatic Debit Cryptocurrency
 Mobile App (Zelle/Pay Pal/Etc.) Prepaid/reload credit or debit cards Other (please specify)
Vehicle Finance

Where did the transaction take place?

- At my home By mail Trade show - convention - home show By facsimile There was no transaction Over the telephone
 Over the Internet At the firm's place of business

Other

Please specify

Total cost of product and or service

- I have contacted my credit card company to register a complaint. (Under the Federal Fair Credit Billing act, you have 60 days from the time that you receive your statement to dispute the charge.)

To continue to the next section of this form, please click on the Next button or scroll up and click on the "**Description**" Tab.

Description

Is this regarding a motor vehicle?

- Yes No

Complaint Description

Briefly describe the transaction and your complaint*

I purchased a 2024 Chevy Traverse from Phillips Chevrolet on June 13, 2024. On July 18, the transmission failed. I was told by the service rep that the problem was the clutch piston. The vehicles cannot be driven and has been sitting at the dealer since July 18th waiting for replacement parts. I was told the parts are on backorder and the dealer is not able to provide any estimated timeline for the repair. We are on Day 11 of not having the SUV we purchased for our family and are instead driving a loaner, a Chevy Malibu, a lesser vehicle overall compared to the Traverse we bought.

My initial frustration was with the loaner we were provided and the lack of any timeline for repair. However, I have since discovered that this is a known issue with the Traverse, and other vehicles. While I can't verify the authenticity of what I have seen online, on one website I found a post with a document supposedly sent by GM to dealer service centers on May 13, 2024 with the heading "URGENT - DISTRIBUTE IMMEDIATELY". That document contained the following text:

"Some of these vehicles may have a condition in which the clutch backing plate retaining ring and/or the clutch piston retaining ring inside the transmission are out of specification. The upcoming Service Update Bulletin number is N242446290.

GM will be releasing the service bulletin and service procedure in the near future.

All product field actions, including the upcoming Service Update Bulletin must be completed before delivering these vehicles to customers. Involved vehicles must be held until further notice."

If this document is legitimate, this appears to indicate the GM/Chevrolet knew of the problem before the vehicle was sold to me. I realize it is possible that my vehicle was not included in the specific list of vehicles GM warned about. However, the dealer representatives continue to treat the issue with my vehicle as though they have never heard of it. It would seem rather unlikely my vehicle's transmission, after 35 days of ownership, should fail because of the very thing GM warned about, and not actually be one of the vehicles GM was concerned about. The dealer refuses to even provide a loaner that is comparable to the vehicle we own.

What form of relief are you seeking? (exchange, repair, refund, product delivery, etc.)*

I am simply asking to be made whole. A complete rescission of the vehicle purchase agreement, a complete payoff for the vehicle loan outstanding balance, and a return of the trade-in value of the 2022 Chevy Traverse that was traded in as a part of this vehicle purchase.

To continue to the next section of this form, please click on the Next button or scroll up and click on the "**Additional Documents**" Tab.

Additional Documents



Please submit any additional documents that relate to this consumer complaint.

* All supporting documents must be uploaded before your complaint is submitted.

Do not submit duplicate complaints. Submitting duplicate complaints may only slow down the processing of such complaint.

Add Additional Documents

IMG_7357.jpeg	542.2KB
GM To Fix Chevy Traverse, Blazer, Trailblazer Transmissions.pdf	6.78MB

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Read before submission" Tab.

Read before submission

Read the following before submitting

- By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.
- I also understand that if I have any questions concerning my legal rights or responsibilities I should contact a private attorney.

Choose one

- Please do not send this complaint to the business.
- I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

You have made it to the last section of this complaint form. If you are ready to submit your form, press the "Submit" button. If you would like to review your information before submitting, click on each section tab or any of them and review your information before pressing Submit.

* Remember that all supporting documents must be uploaded in the Additional Documents tab before your complaint is submitted.

Please do not submit duplicate complaints, doing so may only slow down the processing of such complaint.



Some 2024 Chevy Traverse, Blazer And Trailblazer Units To Get Transmission Fix

MIKE DESLAURIERS



GM has released a new service update bulletin regarding an issue with internal transmission components of select Chevy Traverse, Traverse Limited, Blazer and Trailblazer crossovers.



According to Service Update N242446290 published in June 2024, certain 2024 Chevrolet Traverse, 2024 Chevy Traverse Limited, 2024 Chevy Blazer and 2024 Chevy Trailblazer units may have a condition in which the clutch backing plate retaining ring and/or the clutch piston retaining ring inside the transmission are of specification. Vehicles affected with this condition will need a replacement of the clutch piston housing, performed at a GM dealership.

The bulletin points out that it only involves vehicles in dealer inventory, and the repair will be eligible until July 31st, 2025. Involved vehicles are marked "Open" on dealers' Investigate Vehicle History screen in the GM Global Warranty Management System. This is not a recall, but affected vehicles must be held at the dealer until the fix is completed.



It's unclear at this time exactly how many units are affected by this mechanical issue. The service update rounds up the following Chevy models mentioned above, but also the 2024 Buick Encore GX, the 2024 Cadillac XT4, the 2024 Cadillac XT5, the 2024 Cadillac XT6, the 2024 GMC Acadia and the 2024 GMC Terrain.

As a reminder, the 2024 Chevy Traverse is equipped with the turbocharged 2.5L I4 LK0 engine that develops 328 horsepower and 326 pound-feet of torque, managed by the GM eight-speed automatic transmission. The Traverse Limited cradles the 3.6L V6 LFY engine with 310 horsepower and 266 pound-feet of torque, mated to the GM nine-speed automatic transmission.



Meanwhile, the Chevy Blazer is available with either the turbocharged 2.0L I4 LSY engine producing 228 horsepower and 258 pound-feet of torque or the 3.6L V6 LGX engine with 308 horsepower and 270 pound-feet, also managed by the nine-speed automatic. As for the Chevy Trailblazer, it's equipped with either the turbocharged 1.2L I3 LIH developing 137 horsepower and 162 pound-feet of torque matched to the continuously variable automatic transmission, or the turbocharged 1.3L I3 L3T generating 155 horsepower and 174 pound-feet, managed by the CVT or the nine-speed automatic.

Subscribe for more Chevy Traverse news, Chevy Blazer news, Chevy Trailblazer news, Chevy news and GM news coverage.



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Plus \$80K for taxes

[Details here.](#)

— Mike Deslauriers

Mike is a seasoned automotive journalist that loves both old-school muscle cars and environmentally friendly EVs.



FIRST CLASS



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