

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

Administrator,
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

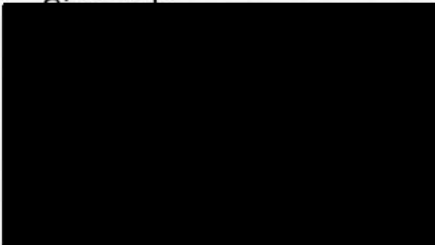
May 2, 2024

Hello,

On June 30, 2023, I received a Safety Recall from General Motors [N232404980] regarding a defective airbag that could cause injury or death (attached).

I immediately called both GM and a local GM dealership to schedule an airbag replacement, and was told I would be contacted as soon as the part came in. Having never received any further communication, I recently called GM at 800-222-1020 and was told they still have no idea of when they will have the parts. This is unacceptable, especially considering the risk of severe injury, blindness or death that could be caused by this defective airbag. For such serious matters, manufacturers should have a plentiful reserve of back-up parts on hand. Never should a customer be continuously exposed to such risk for what has been 10 months. Can't you enforce a resolution?

Signature



Michigan

ENCL-1





IMPORTANT SAFETY RECALL

Arrived 30 June 2023

[REDACTED]
Grosse Pointe Shores, MI [REDACTED]

This notice applies to your vehicle, VIN: 1GNKRFED3 [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>.



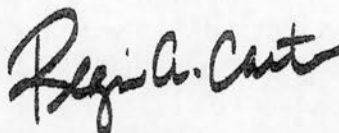
Do you have questions?

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

METROPLEX MI 480

3 MAY 2024 PM 15 L



NEF

ADMINISTRATOR

NHTSA

1200 New Jersey Ave., S.E.

Washington, D.C. 20590

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