

March 12, 2024

[REDACTED]

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

RE: Safety Recall [REDACTED]
VIN: 1GNKVKDOH [REDACTED]

Dear Sir:

In 2021 I received a letter from Chevrolet Corporation regarding an IMPORTANT SAFETY RECALL notification. I have enclosed a copy of the notice. The GM safety recall is N232404980. The recall was expected to begin May 24, 2021.

I own a 2017 Chevy Traverse which is one of the affected vehicles for an airbag inflator issue. My VIN number is listed above. I inquired about the recall and needed replacement in 2021 and was told the parts to repair the vehicle are currently unavailable. I have checked periodically and most recently on March 4, 2024 and March 12, 2024 at two different Chevrolet dealership service departments.

Each time I have been told that the parts needed for repair are unavailable. I was told the recall is "open" and that recall arrangements are "pending." This is nearly 3 years after the recall was announced. The Airbags recall number was 21V246000.

The description of what could possibly happen is serious and potentially life-threatening. If the issue was serious enough to formally issue a recall, then corrective action should have been taken to address the problem in a reasonable time frame. Otherwise the recall process becomes meaningless.

I would like to get a written reply as to what is going to be done about this matter. I would appreciate a prompt response to this letter.

Sincerely,

[REDACTED]

C: Stadium GM Superstore Inc
214 West State Street
Salem, Ohio 44460

Chevrolet
PO Box 909989
Milwaukee, Wisconsin 53209-9989

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IMPORTANT SAFETY RECALL

LD called Service Dept 330 332 4683
on 3-4-24. Part still not available. June 2023

LD Stopped at Blake Alexander Chevrolet Dealer Service Dept
in Muncy, PA 3/12/2024. They checked VIN # online. Said it was
an "open" recall. Pending.

Mc Donald, OH

This notice applies to your vehicle, VIN: 1GNKVFKD0HJ

Dear

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



HARRISBURG PA 171

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Administrator
National Highway Traffic Safety Admin.
1200 New Jersey Ave. SE
Washington, DC

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