



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**



October 10, 2024

[REDACTED]  
[REDACTED]  
Houston, TX [REDACTED]

NEF-109 jm  
Ref. No. 11617269

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2017 Chevrolet Traverse vehicle. The National Highway Traffic Safety Administration (NHTSA) forwarded your letter to the Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. You state your MY 2017 Chevrolet Traverse is affected by NHTSA Safety Recall Campaign No. 23V334. We understand your concerns with the parts delay. Please note that is not unusual for manufacturers to have an inadequate inventory of recall parts after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. At this time, General Motors (GM) is now shipping recall parts and dealers are repairing the affected vehicles. We encourage you to continue to follow up with GM and your dealer on the status of the parts availability for Recall 23V334 and to schedule the recall repair remedy as soon as possible.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc. on our website.

Sincerely,

[REDACTED]

Randy Reid, Chief  
Consumer Engagement Division  
Office of Defects Investigation  
Enforcement