

January 14, 2025

WILMINGTON, NC

TEL:

EMAIL:

*CHEVROLET

P O BOX 909989

MILWAUKEE, WI 53209-9989

*ADMINISTRATOR – NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

1200 NEW JERSEY AVENUE, SE.,

WASHINGTON, DC 20590

*JEFF GORDON CHEVROLET

228 COLLEGE ROAD,

WILMINGTON, NC 28403

RE: GM RECALL: N232404980 - VIN: 1GNKRHKD3H

To Whom It May Concern,

Please note, we received this Important Safety Recall notice in the mail in June 2023. *Copy attached* I called our local Chevrolet Dealer where we purchased our vehicle (Jeff Gordon Chevrolet in Wilmington NC) and was advised the parts were on order and would be calling us back as soon as they were received. We have had no further communication from Jeff Gordon or Chevrolet who mailed this letter. No one should be waiting over 18 months for a defective part to be replaced in a vehicle that is now only 8 years old. We have owned this vehicle for 6 + years. We are hereby putting Chevrolet and Jeff Gordon on notice, if any of my family members or others are injured whilst travelling in this vehicle, we will hold all of them wholly responsible. We were considering replacing this vehicle with a newer model, however, how can we sell a vehicle with this defect?!



We look forward to hearing back from someone with regards to making the necessary repairs to this vehicle.

Thank you in advance,





Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

[REDACTED]
1GNKRHKD3HJ162313N232 [REDACTED]
[REDACTED]
Wilmington, NC [REDACTED]

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SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law





IMPORTANT SAFETY RECALL

June 2023

Wilmington, NC

This notice applies to your vehicle, VIN: 1GNKRHKD3HJ

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

Wilmington, NC



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AVENUE, SE
WASHINGTON, DC 20590

Re: BECAU N332404980