

Director and Acting Directors
National Highway Traffic Safety Administration
U.S. Department of Transportation
1200 New Jersey Avenue SE
Washington DC 20590

Reference: Vehicle Safety- Letters & Documentations Dec. 16,
2025 Jan 2, 2025 continuing

Dear Director(s);

None of my request for repairs has been done and the problems have become more server. The new 2024 Chevrolet Silverado EV sits disabled at mileage 2,500.

While at the dealership another equipment failure occurs. The exterior fabric, truck bed cover and connecting rail frame members have separated. (Please see attached details). These additional hazards, manufactory design, and mechanical defects will cause separation from the vehicle and fly off at highway speeds. The design is not weather proof and moisture penetrates into the interior of the bed. This is while parked or moving. Electrical connectors are not sealed from moisture.

I require warranty replacement with a different truck bed cover that is weather proof. The current, factory installed model is totally not satisfactory and would also require replacement within twelve (12) months; after replacement.

All this work requires mechanical work and equipment replacements. Over the full course of the past eleven months I have not had use of truck. I am going back and forth to repair shops. No "immediate" work accomplished.

I am not requesting a dead reckoning loan while the vehicle depreciates into another black-hole decision. To this date it appears your only commitment is to another government sponsored, subsidized, corporate interest at my cost.

October 22, 2025

[REDACTED]
[REDACTED]
Placitas, NM [REDACTED]

Vehicle Diagnostics: These are the results from your recent On-Demand Diagnostic for your 2024 Chevrolet Silverado

1 message

OnStar Notifications <notifications@onstar.com>

To [REDACTED]

(Sun, Dec 8, 2024 at 2:44 PM)



Connected by



Dear [REDACTED],

Here are the results of your recent On-Demand Diagnostic request on your 2024 Chevrolet Silverado.

Module	Diagnostic Code	Diagnostic Information	Recommended Action
VEC - Vehicle Extension Control Module	None	No Error Code Found	None
SDM - Airbag System	None	No Error Code Found	None
MIU - OnStar System	None	No Error Code Found	None
EC1 - Electrification Control Processor S1	None	No Error Code Found	None
BOI - Bulb Outage Indicators	None	No Error Code Found	None
ECE - Electrification Control Processor	P1E00	the Hybrid/Electric Vehicle Powertrain Controller requested Malfunction Indicator Lamp Illumination, please refer to codes from VICM	Service within 7 days ✓
ABS - Braking and Stability System	None	No Error Code Found	None
MIC - VEHICLE INTEGRATION CONTROL	P0534	The Lithium-Ion Battery is not performing as expected. An issue has been detected in the Battery System which is a high voltage battery used to propel your vehicle.	Service within 1 day ✓

Attn: GM TAC Engineers
Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

Ref: 2024 Chevrolet Silverado EV RST

V.I.N. [REDACTED]

Dear TAC Engineers,

After months of requesting repairs for my 2024 Chevrolet Silverado EV RST the problems persist. For each trip to the dealerships' service departments' diagnostic work and repairs the problems are not fixed. In fact, each incident appears more severe than the previous "Alert" so that the truck is disabled and "Vehicle Won't Start."

The first of these incidents is while I am preparing for traveling away for home. The truck fails to charge properly on November 28, 2024 and two resets are required. On December 8, 2024, while in travel, the truck will not charge at any local charging location. Towing to an authorized repair facility is required. The mileage for the new truck is exactly five hundred (500) miles.

The last two incidents the truck is disabled, will not start, and again requires towing to a Chevrolet EV Dealership. The most recent incident, is the most difficult, the transmission shifting lever "won't shift" which prevents all four wheels from turning. All four are locked out and will not move. Five different towing agencies arrive at my home. Flat bed tow trucks but without proper equipment, wheel dollies, for all four wheels.

Again and again the new EV truck sits, disabled, and the odometer mileage is now exactly Two Thousand five hundred (2,500) miles. Repairs are not done for multiple battery charging dysfunctions and a disabled Silverado EV. The Chevrolet Dealership EV Repair Consultant can only report diagnostic work is done and software updates are completed. (Please see the attached documents about the different incidents and request for repairs).

I am asked what kind of charger is the EV Charger at my home. Each time I am ask, the answer is the same. Since I travel frequently, many trips away from home, all location are approved for charging EV Vehicles with the onboard GM provided equipment.

The EV Charger in use at my home is an EV Level II charging connection. It is a SolarEdge HD Wave EV Charger. It is installed at the same time that I purchased a new 2020 Chevrolet EV Bolt. It has always charged and never failed to work properly for more than five years for the Chevy EV Bolt. The Chevy Bolt is approaching fifty thousand (50,000) miles of use and repeated charging. It has never failed to charge proper. No resets are required.

Away from home are Level III and Level II charging locations. For my truck, error messages and reset are required at most all of the different charging modes. When utilizing the GM Charging Cable, and controller for Level II and Level I charger outlets, I always verified the electrical pedestal and connector are in good working order and meet National Electrical Codes. Additionally for all locations I utilize electrical testing instrumentation before connecting charging cables.

Also it is noted monthly OnStar Status Report state these incident and problems, multiple reports require immediate service. But to this date repairs have not been done.

I am also requesting GM TAC Engineers verify that just "software updates" are inadequate and more ardent mechanical work is necessary. It is reported to me the above work is done via e-mails between TAC and Dealership's Technicians.

It is nearing twelve months of ownership for the Silverado EV RST. I have responded correctly for each system failure Warning and Alert. You have not. The expenditures for technicians e-mail are a few dollars as compared to my cost. This includes travel back and forth to GM Certified repair facilities. Lost time and use of the truck are more than just a few months.

Also, that you honor GM Warranty vehicle and equipment replacement as necessary. You have not. Is it that GM TAC policies are to delay and find a reason not to honor warranty statements. Just so that your protected conclusions finalize the sales of a vehicle that you wanted me to have.

Your response to these request and complaints is testimony about what kind of USA Corporate Business you are or will have not.

Among other request is warranty repair and replacement for the GM provided **Tonneau** Bed Cover. Because of engineering and design deficiencies, the fabric material covering and metal support bars have separated. The connection between the very thin fabric and the heavy metal bars is frayed and worn at exactly twenty five hundred (2,500 miles). Only drywall type anchors inside the metal tubing for the machine screws are utilized. The very thin fabric at the ends of the tubing, and screw heads is the only mechanical attachment for this GM manufactured parts assemble.

The side panel Velcro attachments are adequate. But another engineering and design flaw is at head piece cross assembling. Since there is no fabric support and no mechanical attachment behind the truck cab; a gaping opening is formed. Air is forced thru causing the fabric to flap up and down. Again, this fatigue failure and inadequate engineering and design are your corporate business policies and manufacturing practices.

Or is it you are ignorant these flaws can cause the equipment to fly off at highway speeds damaging other traffic.

Also electrical equipment and weather seals inside the truck bed are inadequate. This protection is necessary for

inclement weather condition and moisture penetration to include city roadway travel and parking locations. For these reason good engineering and designs are necessary.

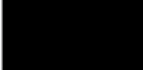
Date of purchase, 2024 Silverado EV RST, is November 23, 2024. These problems began immediately as reported in the attached documents. I have not had use of the truck for every incident this first year of ownership. All incidences caused hardship for me. Repeated travel back and forth to multiple dealerships stated by GM Roadside Assistance. Two named EV Certified location are erroneous; repair services are not available. To this date the truck is disabled.

It is necessary GM Company provide reparation for my losses. This requires the immediate repair and replacement of all dysfunctional equipment. The onboard truck bed cover is totally not useable. An exact model and Part Number replacement will also fail within less than one year. This is caused by material fatigue and parts separation damages.

GM Parts Center indicates another **Tonneau** Hard Folding Bed Cover is available. This "warranty replacement" should be adequate and must meet the necessary truck bed safety requirements.

Again your immediate response to these statements, documentation, and request is required.

October 19, 2025


Placitas, NM 

Placitas, NM

Retail



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