

[REDACTED]  
Wichita, KS

October 27, 2025

NHTSA

1200 New Jersey Ave. SE

West Building

Washington, D.C. 20590

**Subject: Urgent Safety and Security Concerns Regarding 2025 Chevy Trax Purchased from Eddy's Chevrolet**

Dear NHTSA,

I am writing to formally express my deep concern regarding ongoing and unresolved issues with my 2025 Chevy Trax, which I purchased in April 2024 from Eddy's Chevrolet, located at 8801 E. Kellogg Drive, Wichita, KS 67207.

Since the date of purchase, I have experienced persistent and troubling issues with the vehicle's infotainment system. These include, but are not limited to:

- Unexplained changes to radio stations and vehicle settings
- Unauthorized devices appearing in the system
- Inconsistent behavior of the Chevrolet logo and system interface
- Wi-Fi access continuing despite OnStar's deactivation
- A loud, abnormal noise upon vehicle shutdown
- Conflicting assessments regarding the condition of the vehicle's cameras
- Acknowledgment by dealership staff of "something suspicious" with the radio, followed by an update that failed to resolve the issue

Despite multiple service visits and communications with Eddy's Chevrolet, these problems persist. I have expressed my belief that the vehicle may be compromised through its software, and I am increasingly concerned that unauthorized access is occurring. While I have been told such access is "highly unlikely," the ongoing anomalies suggest otherwise.

1. Most importantly, I feel that these issues may pose a threat to my personal safety. I am requesting that this matter be taken seriously and investigated thoroughly. I

*me*

respectfully urge Chevrolet to: Conduct a comprehensive diagnostic and cybersecurity audit of the vehicle

2. Provide a detailed report of all software updates and service actions performed to date
3. Offer a clear resolution plan to ensure the vehicle's safety, security, and proper functioning

I appreciate your prompt attention to this matter and look forward to a timely and satisfactory resolution. Please consider this letter a formal record of my concerns.

Sincerely,



CERTIFIED MAIL



Wichita, KS

W41-306

NHTSA  
1200 New Jersey Ave. SE  
West Building  
Washington, DC 20590

20590-

Department of Transportation

To: W41-306

Building: DOT

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