

[REDACTED]  
[REDACTED], Montesano, WA. [REDACTED]  
[REDACTED]

**Date:** October 24, 2025

**To: Chevrolet Customer Assistance Center**  
P.O. Box 33170, Detroit, MI 48232-5170

**To: General Motors Corporate Office**  
P.O. Box 33172, Detroit, MI 48232-5172

**To: Administrator, NHTSA**  
1200 New Jersey Avenue, S.E., Washington, D.C. 20590

**cc: Titus Will Chevrolet**  
2425 Carriage Loop SW, Olympia, WA 98502

**Subject:** Request for Vehicle Replacement – 2024 Chevy Tahoe  
(VIN: [REDACTED] Current Milage: 17,709

Dear Sirs,

We are writing to express our concerns regarding ongoing and unresolved issues with our 2024 Chevrolet Tahoe High Country Deluxe Package, which we purchased on May 2, 2024 from Titus-Will Chevrolet in Olympia, Washington.

Our vehicle was ordered on February 29, 2024 and delivered with 12 miles on the odometer May 2, 2024. The total purchase price was \$97,889.61. This vehicle is equipped with a 6.2-liter Ecotec V8 engine and a 10-speed automatic transmission.

Since shortly after purchase, we have experienced intermittent audio output problems. With these problems, there is no audio for the radio, phone calls or mapping directions from any of the apps. Incoming phone calls do not connect and outgoing calls cannot be made. Despite multiple service visits—June 13, 2024, July 9, 2024, September 12, 2024, and April 28, 2025 as well as documented audio output issues my wife recorded and dated due to the fact that the dealership is 50 miles away:  
9/17/24; 9/20/24; 10/8/24; 10/9/24; 11/7/24; 12/2/24; 12/23/24; 12/24/24; 12/26/24;  
12/28/24; 12/30/24; 1/14/25; 1/28/25; 2/7/25; 2/10/24; 2/23/25; 2/28/25; 3/1/25; 3/3/25;  
3/4/25; 4/16/25; 4/19/25; 4/21/25; 4/30/25 twice; 5/1/25; 5/12/25; 5/20/25; 5/27/25;  
6/30/25; 10/8/25; 10/15/25; 10/20/25.

We have also driven our vehicle into the Titus Will dealership service department twice when the audio output was not working so the service techs were able to see exactly what was not working—the issues are still unresolved even after updates from the

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service department and over the air updates that were to "FIX" the issues per GMC/Chevrolet. Our dealership has been unable to identify or correct the defect.

Additionally, we received a Safety Recall Notice (N252494000) on May 20, 2025, concerning a potential loss of propulsion in the 6.2-liter engine, which may lead to catastrophic engine failure and increased risk of a crash or harm. We were surprised to learn that this recall was issued on April 24, 2025—prior to our purchase date—yet was not disclosed by the dealer at the time of sale, which also appears to be deceitful on GMC's part. We would not have accepted the vehicle knowing there were catastrophic engine problems as we travel the highways often visiting family in Idaho and Spokane as well as taking care of our elderly parents this last year with their medical care transports.

When we contacted Titus-Will Chevrolet about the recall, they informed us that they could not inspect my engine until further instruction was received from GM Corporate. We also requested to trade in our vehicle for a comparable model equipped with a smaller, unaffected engine (5.3L), but was told by both Titus-Will Chevrolet and Whitney Chevrolet in Montesano, Washington, that GM Corporate had instructed dealers not to buy back or trade these affected vehicles at this time.

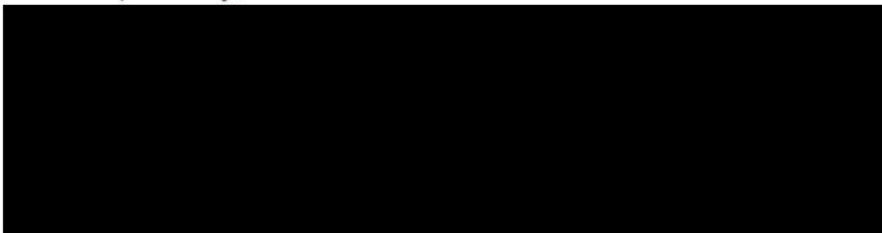
As a result, we are now left with a new vehicle that: - Has persistent, unresolved defects in the audio system; - Is subject to an active safety recall with potential for serious catastrophic failure including crashes; and - Have suffered a significant diminished value of our new vehicle due to these unresolved issues and restrictions on resale or trade-in.

Given these circumstances, we respectfully request that Chevrolet replace our 2024 Tahoe with a new, comparable model equipped with a 5.3-liter engine (or another engine not subject to the recall) and the extended warranty we had purchased with the current Tahoe we own. We have been a loyal Chevrolet customer, having bought six new Chevy Tahoe's over the years as well as Chevy Pickups, and have always been satisfied—until this vehicle.

We hope this matter can be resolved promptly and fairly. Please contact me at your earliest convenience to discuss the next steps, but we expect a written response no more than 40 days of receiving this letter.

Thank you for your attention and understanding.

Respectfully,





Montesano, WA

# Department of Transportatio

To: W41 - 306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender:

DOT

41/2/2025 8:35:43 AM

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE  
**CERTIFIED MAIL**



POSTNET: 2025  
FACTOMA  
O YMP



*Administrator NHTSA*

*1200 NEW JERSEY AVE S.E.*

*WASHINGTON DC*

*20590*

20590-

Retail



20590

RDC 99



U.S. POSTAGE PAID  
FCM LETTER  
MONTESANO, WA 93563  
OCT 27, 2025

\$9.70

R2304W119599-50

**COMPLETE THIS SECTION**

Items 1, 2, and 3.  
Name and address on the reverse  
can return the card to you.  
Send to the back of the mailpiece,  
if space permits.

Send to:

15140 NHTSA  
1200 New Jersey Ave SE  
Washington DC 20590

2. Article Number (Transfer from service label)

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature  Agent  
 Addressee

B. Received by (Printed Name) C. Date of Delivery

D. Is delivery address different from item 1?  Yes  
If YES, enter delivery address below:  No

3. Service Type

<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®
<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™
<input type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery
<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Signature Confirmation™
<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery
<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Restricted Delivery

Mail  
all Restricted Delivery

Domestic Return Receipt