

[REDACTED]
[REDACTED]
Lynbrook, NY [REDACTED]
[REDACTED]
[REDACTED]

March 30th, 2026

National Highway Traffic Safety Administration
Office of Defects Investigation (ODI)
1200 New Jersey Avenue SE
Washington, DC 20590

Subject: Formal Complaint – Engine Failure, Repeat Misfire, and Warranty Concern –
2020 Chevrolet Tahoe 6.2L, VIN# [REDACTED]

To Whom It May Concern,

I am writing to formally report ongoing engine-related issues with my vehicle, a 2020 Chevrolet Tahoe RST equipped with a 6.2L V8 engine.

The vehicle currently has approximately 60,701 miles. Prior to the incident described below, the vehicle had been regularly maintained in accordance with manufacturer recommendations, including routine oil changes using the specified oil, and had not exhibited any prior engine-related issues.

At approximately 52,182 miles, while traveling from Florida to New York, I experienced a sudden engine issue while refueling at a gas station using premium fuel, as required for this vehicle. Immediately thereafter, the vehicle lost power and began to run roughly, with noticeable shaking. Due to the severity of the condition, the vehicle was not safely drivable.

I was located across the street from an authorized Chevrolet dealership (CMA Colonial Chevrolet) in Chester, Virginia, where the vehicle was brought for diagnosis. The dealership determined that the fuel injectors and fuel rails required replacement.

The Tahoe remained at the dealership for approximately two weeks (15 days - July 01) for repair, during which time I was informed that the required parts were on back order and were in high demand. As a result of my vehicle breakdown, I incurred out-of-pocket expenses for hotel accommodations and a rental vehicle in order to complete my travel to New York.

At the time of this incident, I sought coverage under the vehicle's 5-year/60,000-mile powertrain warranty through Chevrolet Customer Care. However, over the course of several months of communication with General Motors, the process was delayed due to errors in case handling, including initial misfiling of my claim and procedural obstacles such as the denial of reimbursement for the car rental based on coverage criteria. Ultimately, I was informed that the vehicle was no longer eligible for warranty coverage based on its original in-service or manufacture date (March 2020). As a result, I incurred the full cost of the repair, totaling \$4,644.50. I also incurred \$350 in reasonable travel-related expenses, including hotel accommodations and a rental vehicle, directly resulting from the breakdown so that I could get to New York. Documentation for these expenses, including invoices and receipts, was previously submitted to **GM under Claim Number [REDACTED]** and is available for review.

I have included the dealership repair sheet documenting that, upon further examination, the fuel rails were damaged and all 8 fuel injectors required replacement, supporting the diagnosis and extent of the engine failure. In addition, I am including photographs of several of the removed fuel injectors and fuel rails to document the condition of the components at the time of replacement. While not every individual injector is pictured, the images demonstrate visible damage consistent with the failure that led to the repairs.

More recently, March 26th, 2026, the Tahoe began experiencing a persistent cylinder misfire (Diagnostic Trouble Code P0308 – Cylinder 8 Misfire). In an effort to resolve the issue, the spark plug, ignition coil, and spark plug wire for cylinder 8 using new AC Delco OEM components were replaced. Despite these repairs, the check engine light returned within two days with the same P0308 code. According to vehicle diagnostic data, this code may indicate a misfire related to the fuel injector.

Given the repeat nature of these issues and the prior out-of-pocket repair, I am concerned that these problems may be related to an underlying defect rather than normal wear and tear. I am also concerned about potential safety implications, including reduced engine performance or failure while driving.

I respectfully request that this complaint be recorded and considered as part of any current or future investigation.

I am aware of an ongoing investigation by the National Highway Traffic Safety Administration (Investigation ID EA25-007) concerning issues related to this engine family, and I respectfully request that my experience be considered as part of that review.

I am maintaining all service records, invoices, photographs, and related documentation.

Thank you for your time and consideration.

Sincerely,



CUSTOMER #



INVOICE

DUPLICATE 1
PAGE 1P.O. Box 4020
Routes U.S. 1 AND 10 Chester, Virginia 23813
SERVICE DEPARTMENT
Direct: (804) 748-6464
Fax: (804) 748-6419

LYNBROOK, NY

HOME:

CONT

BUS:

CELL

SERVICE ADVISOR: 6905 MAX TOGIE

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN / OUT		
BLACK	20	CHEVROLET TAHOE			52182/52190 T2		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN20 DD			14:51 20JUN25			CASH	30JUN25
R.O. OPENED		READY	OPTIONS: DLR:14247				
17JUN25		30JUN25					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CYL 6 MISFIRE. CHECK AND ADVISE

CAUSE: CHECK ENGINE LIGHT DIAGNOSIS

CEL CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CYL 6 MISFIRE. CHECK AND ADVISE

55951 SPIVEY, MARK LIC#: 55951

CR

370.00 370.00

B** CEL for p0206 with a cylinder 6 misfire rec 1 injector and the passenger side rail harness

REP CEL for p0206 with a cylinder 6 misfire rec 1 injector and the passenger side rail harness

6186 WOOD-BRADLEY, JOSHUA LIC#: 6186

CC

740.00 740.00

1 19420316 (S) INJECTOR KIT

232.53

232.53 232.53

1 12707881 HARNESS

109.20

109.20 109.20

52190 Verified customer concern. Vehicle DTC P0206 P0300 P0306 found. disassembled intake to inspect fuel injectors, harness, and rails and found we need to replace all fuel injectors, rails, and harness due to internal parts failure causing misfires. Visible failure to fuel injectors when disassembled, old fuel injectors seized to fuel rails, and connector harnesses are loose causing intermittent connection issues. Replaced all fuel injectors, fuel rails, and fuel injector harnesses. Verified ok at this time

C** will also need fuel rail and other 3 injectors

REP will also need fuel rail and other 3 injectors

6186 WOOD-BRADLEY, JOSHUA LIC#: 6186

CC

0.00

0.00

1 12729464 (S) RAIL

317.49

317.49 317.49

3 19420316 (S) INJECTOR KIT

232.53

232.53 697.59

D** rec drive side injectors rail

CMA'S COLONIAL

CHEVROLET

12420 ROUTE 1

CHESTER, VA 23831

8047486461

WWW.CMASCOLONIALCHEVROLET.COM

Transac

Invoice

Total

Credit card

surcharge

CREDIT CARD SALE

\$4,509.22

\$135.28

\$4,644.50

3%

I agree to pay the above amount per the cardholder and/or merchant agreement

To cover the cost of accepting credit cards, we collected a 3%

30 \$4,644.50 M/ Re/ Au/ Mil/ All/ SIGNATURE

Pa

Symposium

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MAR 30, 2026

National Highway Traffic Safety Administration
Letter: Office of Defects Investigation (ODI)
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