

NVS-200



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

August 20, 2014

The Honorable Peter T. King
Member, U.S. House of Representatives
1003 Park Boulevard
Massapequa Park, NY 11762

NVS-216 am
Ref. No. 10606311

Dear Congressman King:

Thank you for your correspondence on behalf of your constituent, [REDACTED] concerning his model year (MY) 2014 Cadillac XTS. Your letter was forwarded to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

[REDACTED] indicates that on May 29, his MY 2014 Cadillac XTS had an engine fire while parked in his driveway. The local fire department extinguished the fire, but the vehicle was declared a total loss. The next day, [REDACTED] identified a recall for defective brake booster pumps which can lead to an engine compartment fire. The fire marshal's and police department's preliminary examination determined that the fire began at the brake booster pump [REDACTED] contacted General Motors (GM) several times for assistance but they would not take any responsibility for the vehicle fire. [REDACTED] requests assistance in persuading GM to simply provide him a replacement vehicle.

NHTSA is aware of the recall (NHTSA Safety Recall Campaign No. 14V-116, enclosed) that addresses a problem with corrosion in the brake booster pump relay connector in MY 2013 and MY 2014 Cadillac XTS vehicles that can result in a fire. GM sent owners recall notifications in early April. [REDACTED] indicated that he found out about the recall but did not indicate whether he actually received a recall notice. He did not provide his vehicle build date or identification number so we cannot determine if his vehicle is included in the recall. At this time, we

2014-08-25 94

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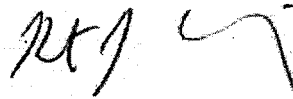
recommend that [REDACTED] continue to work with GM or his dealer. The information you provided on behalf of your constituent has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. We enclose a brochure that explains the NHTSA investigation and recall process which is also on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal motor vehicle safety standard to remedy the defect or noncompliance without charge. However, our statute does not require manufacturers to reimburse owners for additional costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any additional costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect.

If [REDACTED] has not done so, he may consider contacting his local Consumer Protection Agency or the New York Office of the Attorney General regarding his problem and rights under the State law. He may also ask his dealership for a meeting with a GM district manager regarding his problem. In addition, the Better Business Bureau (BBB) Auto Line offers free mediation/arbitration to resolve disputes under guidelines established by the Federal Trade Commission. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. He can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at (800) 955-5100.

I hope this information is helpful. If you have any questions, please contact me or Ms. Nancy L. Lewis, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,



Kristin J. Kingsley
Acting Director, Governmental Affairs,
Policy and Strategic Planning

Enclosures

cc: Washington Office