

NEF-010

CL-10902899-2699

August 17, 2016

AUG 24 2016

Dear Administrator of the National Highway Traffic Safety Administration,

When we purchased our first Cadillac we bought into the luxury lifestyle the company prides itself upon. Our expectations were set high and we looked forward to owning and experiencing our beautiful new Escalade!

As one of the premium brands in the United States I was shocked to learn that we had been sold a car with defective airbags (GM Recall No: 49152 Passenger's front Air Bag Module; National Highway Traffic Safety Administration Campaign ID No: 16V383). Why are we just hearing about this when Class-Action suits have been filed dating back to 2008?

In May 2015, Takata announced that approximately 33.8 million vehicles may contain defective airbags that may explode with excessive force, shooting metal shrapnel at passengers and causing serious injury or even death. The estimate of affected vehicles was later adjusted to 23.4 million by the NHTSA on Sept. 1, 2015, "based on the most recent and accurate information provided by the affected automakers, and includes approximately 4 million vehicles that have already been repaired." But I was very interested to find one complaint in which Takata has been aware of this defect since as early as 2001 when it issued a recall of Isuzu vehicles related to exploding airbags! Four months ago, regulators stated that there are 85 million potentially defective unrecalled Takata airbags!!

Why is Cadillac the last to take action? Honda issued a statement saying it will comply with NHTSA and expand its recall to a national level on December 9, 2014. Ford - December 18, 2014. Chrysler, Mitsubishi, and Subaru, - May 29, 2015. Toyota expanded years for its recall on previously announced models on June 16, 2015. We just heard of this very dangerous nationwide recall from Cadillac last week in August of 2016. Unbeknownst to us the recall list of millions of vehicles included our Cadillac Escalade 2007 back in June! How dare you hold this from us! It is MY FAMILY you have put at risk!

NM
859116
SMD

I also understand the risk worsens in areas of high-humidity. We are in Waxhaw, NC, definitely a high-humidity area! We experience extremely hot and humid summer months.

Upon calling GM customer care on August 12th, we were told "our vehicle is safe to drive" and then told by Briana, Supervisor in Central Texas (Case [REDACTED]) that "the front passenger side is not safe". She provided us with no help in getting the air bag fixed nor did she offer to replace our vehicle in the interim.

Safety should not ever be ignored!

Although I have written to the president of Cadillac, I thought it worthwhile to send you one as well as it is your address listed on the recall and I am assuming our opinion matters to you and all involved.

Sincerely,

[REDACTED]

WAXHAW, NC

NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION
1200 New Jersey Ave. S.E.
Washington DC 20590
attn: Administrator

