

NEF-010
CL-10968993-9249

September 2, 2016

To Administrator, National Highway Traffic Safety Administration

SEP 15 2016

I am enclosing a copy of the letter I received from Saturn (GM) dated March 2016. To date, I have contacted my local dealership, Richey Cadillac in Daytona Beach, FL twice to inquire as to the status of the recall. On both occasions I was told that they had not as yet received the parts and had no idea when they would be available.

Today I called the Saturn Customer Assistance Center and was told essentially, the same information. I was further informed that no Saturn vehicles had been reported as having had any adverse incidents regarding these defective airbags and that my "car is safe and I shouldn't worry".

I find this highly unacceptable that it is over six months from the initial letter, which clearly states that in the event of a faulty airbag deployment I may be seriously injured or even killed. Yet I am to be content driving my vehicle knowing that no Saturns have "been reported" and no one seems to know when this will be resolved.

I had planned on taking a lengthy trip in another month and am considering cancelling my plans due to the uncertainty of the resolution to this problem.

I certainly hope that bringing this matter to your attention will facilitate a timely response to this predicament, and I look forward to any information you can forward to me regarding this matter.

Respectfully,



NAM
9/21/16
SMD



Saturn
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL



28810 W08AR671185 22 0001744

DAYTONA BEACH, FL



March 2016

This notice applies to your vehicle, VIN: W08AR671185

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2008 model year Saturn ASTRA vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 28810.

Why is your vehicle being recalled?

In some vehicles, the driver airbag inflator may experience an alteration over time, which could lead to overaggressive combustion in the event of an air bag deployment. This condition could create excessive internal pressure when the air bag is deployed, which could result in the body of the inflator rupturing upon deployment. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your General Motors dealer will replace the driver airbag module on vehicles subject to this recall. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your General Motors dealer to have your vehicle serviced. You can also check the status of this recall at www.my.gm.com/recalls.

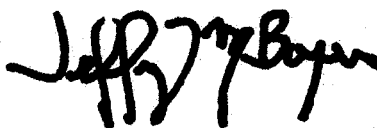
Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Saturn Customer Assistance Center at 1.800.553.6000 (TTY 1.800.833.6000).



If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V063.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall 28810



Daytona Beach, FL

ORLANDO FL 328

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ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY
ADMINISTRATION
1200 NEW JERSEY AVE, S.E.
WASHINGTON, DC 20590

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