

NEF-010  
CL-10954670-2153

January 18, 2017

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

Administer, National Highway Traffic Safety  
1200 New Jersey Avenue, SE  
Washington, DC 20590

JAN 25 2017

Dear Sir:

I am writing to protest the length of time it has taken to receive satisfaction for replacing the Takata airbags in my 2008 GM Chevrolet Tahoe vehicle...58,000 + miles. I am the original owner. GM Recall Number 49151

The letter I received from Mr. Jeffrey M. Boyer, VP of Global Vehicle Safety, on July 16, 2016 is laughable, if not for the seriousness of the situation. It listed several telephone numbers (which I have called) that did nothing to help. It states that "GM considers my vehicle 'safe to drive' while cautioning that if the propellant degrades to a certain level, the inflators may rupture during deployment, causing serious or fatal injuries". WOW!

How would you feel about this when you have grandchildren who ride in your vehicle? The GM dealer in Fredericksburg is unable to resolve the problem and told me that I would receive a notice before he would! I'm still waiting!

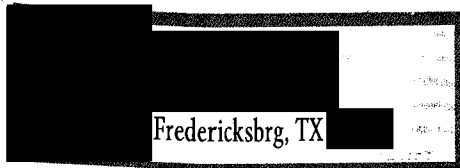
I hesitate to trade my vehicle to some other unsuspecting driver.

Sincerely,

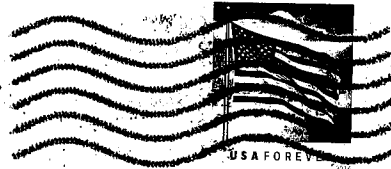


Fredericksburg, TX  


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RIO GRANDE DISTRICT  
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