


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

 U.S. Department of Transportation National Highway Traffic Safety Administration			DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline			FOR AGENCY USE ONLY 100148 Date Received 12-JUN-2017 AUG 22 2017			Repository <input type="checkbox"/> Reference No. 10994468					
OWNER INFORMATION (Type or Print)														
Name			Address			City			State			Zip Code		
[Redacted]			[Redacted]			PONTE VEDRA BEACH			FL			[Redacted]		
Daytime Telephone Number			Evening Telephone Number			E-mail Address			[Redacted]			[Redacted]		
[Redacted]			[Redacted]			[Redacted]			[Redacted]			[Redacted]		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).														
VEHICLE INFORMATION														
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side						Make		Model		Model Year				
1GYS3AEF6BR [Redacted]						CADILLAC		ESCALADE		2011				
Date Purchased		Dealer's Name and Telephone Number				Engine:		Fuel Type:						
8/18/14		Claude Nolan Cadillac/904-642-5111				No: Cylinders		gasoline						
Original Owner		Dealer's City		State		Zip Code		8		flex				
[Redacted]		Jacksonville, #		FL		32216								
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)		on-going				
auto		<input checked="" type="checkbox"/> Cruise Control		V-8		airbags		12-JUN-2017						
FAILED COMPONENT(S)/PART(S) INFORMATION														
Vehicle Component Code: 140000 AIR BAGS								Failure Mileage		Failure Speed				
								ongoing		NA				
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE														
Tire Make				Tire Model (Name or Number)				Tire Size (Example P215/65R15)						
DOT No. (Example: DOTM19ABC036)				<input type="checkbox"/> Original Equipment		Failure Location:								
				<input type="checkbox"/> Prior Repair										
Tire Component Code						Tire Failure Type:								
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE														
Make:				Date Manufactured:				Model No./Name:						
Seat Type:				Installation System:										
Child Seat Component Code:				Failed Part:										
APPLICABLE INCIDENT INFORMATION														
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)														
Crash		Fire		Number of Persons Injured		Number of Deaths		Reported to Police						
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No						N						
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).														
TL* TAKATA RECALL. THE CONTACT OWNS A 2011 CADILLAC ESCALADE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V381000 (AIR BAGS); HOWEVER, THE PART FOR THE RECALL REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT INFORMED THE DEALER (CLAUDE NOLAN CADILLAC) AND WAS INFORMED THAT PARTS WERE NOT AVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND OPENED CASE NUMBER: [Redacted] THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.														
my original safety recall was received in July 2016. Every time I call, I am told that there is <u>not</u> a fix for my problem yet. this is not reasonable!														
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY														
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.														

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

How can they claim a Takata air bag recall and then tell me my car is safe? after more than a year, how can they not have a repair or replacement available? I want Cadillac to either fix my SUV or buy it back.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





IMPORTANT SAFETY RECALL

July 2016

[Redacted]
Ponte Vedra Beach, FL [Redacted]

This notice applies to your vehicle, VIN: 1GYS3AEF6BR [Redacted]

Dear [Redacted]

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

Takata Corporation ("Takata") has decided that a defect which relates to motor vehicle safety exists in certain GM 2011 model year Cadillac Escalade vehicles. This is based upon Takata's decision that front passenger airbag inflators it supplied to GM are defective. Accordingly, GM will conduct a recall of its airbag inflators covered by Takata's defect information report, unless GM is able to prove to NHTSA's satisfaction that the inflators in its vehicles do not pose an unreasonable risk to safety.

IMPORTANT

- Your vehicle is involved in GM recall 49151.
- The vehicle is presently **safe to drive**.
- There is no need to take action now. You will be notified when parts are available to remedy your vehicle.

Why is your vehicle being recalled?

The propellant in some types of Takata airbag inflators can degrade over time, especially after long term exposure in hot and humid regions. If the propellant degrades to a certain level, the inflators may rupture during deployment, causing serious or fatal injuries.

What will we do?

You will be notified when there are parts available to remedy your vehicle. You can also check the status of this recall at my.gm.com/recalls.

Do you have questions?

GM considers your vehicle safe to drive. If you have questions or concerns that your dealer is unable to resolve, please contact the Cadillac Customer Assistance Center at 1.800.458.8006 (TTY 1.800.833.2622).

*called second time 2/9/17 11:00am
talked to Jay. informed him that
my lawyer was informed about this
unresolved recall issue.*

*#
code*



*called 6/12/17. Same story -
no repair yet*



If you are still not satisfied after contacting your dealer and the Customer Assistance Center, 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 16V381.

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 Number 49151

called NHTSA 6/12/17

left report/complaint that no help for this recall is forthcoming
complaint # ODI - office defect investigation -

10994468

safercar.gov

received and returned NHTSA form, August 2017,
reported the same, original complaint. no help from NHTSA
so far