

CL-11056469-1998

COPY FOR NHTSA/Recall

Oakland, CA

USA

Tel:

Cell:

General Motors
Cadillac Customer Assistance Service
P.O. Box 33169
DETROIT, MI 48232

DEC 13 2017

Oakland, 8 November 2017

Dear Madam, Sir,

In July 2016 I received a notice regarding an "Important Safety Recall" for my 2007 Cadillac Escalade VIN: 1GYFK63817R [REDACTED] in relation to Takata airbag inflators, which may not work properly and may rupture during inflation, "causing serious or fatal injuries".

Beginning of November I received a notice from TK Holdings Inc. (owning Takata which are manufacturing the inflators) that they had filed Chapter 11 bankruptcy.

In the same notice it says: "If your vehicle contains a defective or potentially defective airbag inflator and is under recall, contact your nearest dealership immediately to schedule a free repair".

I followed the above instructions and the dealership (in Dublin, CA) informed me that they couldn't do anything, but that I had to call Cadillac/GM. I did call on 7 November and spoke to Pipa who told me that I had to wait because of...and then followed a 3 minute long monologue which didn't tell me anything new and basically said the same as she started her conversation with..you have to wait.

Now when I read the notices and when I listen to Pipa, I hear constantly the word "safety" and that GM/Cadillac is very concerned with my "safety", apart from the "sorry's" and "we apologize for the inconvenience", something I hear daily from American companies and organizations.

If GM/Cadillac is so concerned with safety, why don't you do something about the unsafe vehicle like mine? Why do I have to wait nearly two years to get my car safe again? I remember that when I purchased the car you were very quick with getting my money. That took you no more than 2 minutes.

As excuse, Pipa told me that you had to prove to the National Highway Traffic Safety Administration that your cars are after all safe and don't need to be recalled.

NAM
12.19.17
FN

Interesting. When Takata was still in business, the cars were unsafe and needed to be recalled. When Takata filed for Chapter 11, all of a sudden the cars are safe again...??? Hard to believe, isn't it?

Here is what I, the average man in the street, gets/hears:

- You have an unsafe car: needs to be recalled.
- We don't hear anything for nearly 2 years.
- So you are concerned about our safety, but let us driving around in an unsafe car?
- The manufacturer of the unsafe part goes bankrupt. Result: GM/Cadillac is going to prove to National Highway Traffic Safety Administration that the car is safe after all.
- So both GM/Cadillac and National Highway Traffic Safety Administration don't take our safety really seriously after all...

I would really appreciate if you can explain to me why you are doing this to us customers, or actually why you don't do anything?

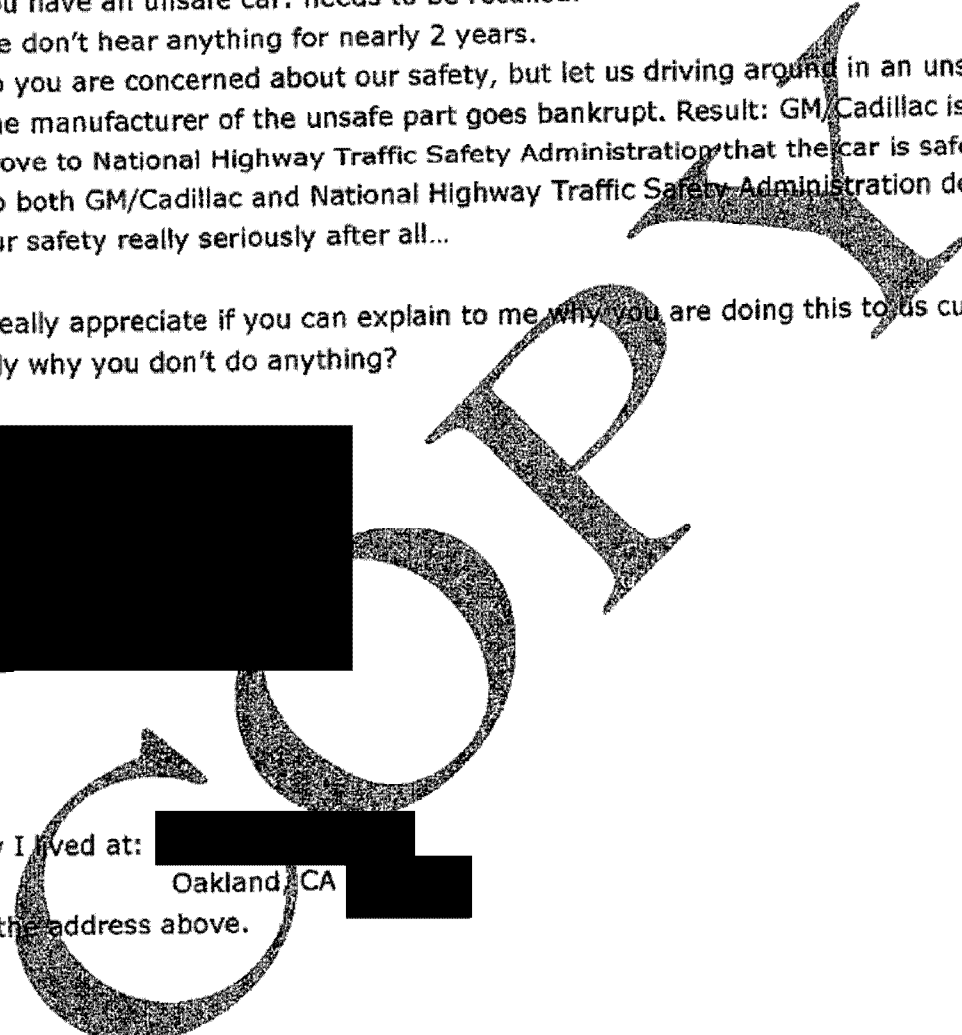


P.S.

Formerly I lived at:

[Redacted]
Oakland, CA [Redacted]

Now on the address above.



United States Department of Transportation

Language: [English](#)

Safety Issues & **Recalls**

[VIN](#)

[VEHICLE](#)

[CAR SEATS](#)

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[EQUIPMENT](#)

Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

1GYFK63817R



17/17



Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More](#) →

2007 Cadillac Escalade



VIN: 1GYFK63817R [REDACTED]

Recall data refreshed on Nov 09, 2017

1 Recalls associated with this VIN

May 27, 2016

Manufacturer Recall Number 2049151**NHTSA Recall Number** 16V381**Recall Status** Recall Incomplete, remedy not yet available

Summary

Takata Corporation ("Takata") has decided that a defect which relates to motor vehicle safety exists in certain 2007-2011 Cadillac Escalade, Escalade ESV, Escalade EXT, Chevrolet Avalanche, Silverado 1500, Suburban, Tahoe, GMC Sierra 1500, Yukon, Yukon XL, and 2009-2011 Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles. This is based upon Takata's decision that front passenger airbag inflators it supplied to GM are defective. GM has submitted to NHTSA a Petition for Inconsequentiality and NHTSA has granted GM until August 2017 to complete its investigation and to submit all data supporting the petition. If the petition is denied, GM will conduct a recall of the airbag inflators covered by Takata's defect information report. For more information visit www.regulations.gov and search for Docket No. NHTSA-2016-0124.

Safety Risk

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.

Remedy

The necessity of a remedy is dependent upon NHTSA's decision on GM's Petition for Inconsequentiality. Additional information will be available following that decision. In the meantime, you can also check the status of this recall at my.gm.com/recalls. GM considers your vehicle safe to drive.

Manufacturer's Notes

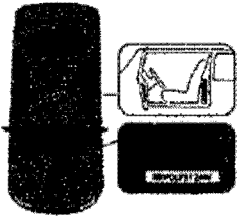
Visit manufacturer website at <https://my.gm.com/recalls> for more information.

[REDACTED]

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.



Privacy - Terms

What this VIN search tool covers

- Vehicle safety recalls that are incomplete
- Vehicle safety recalls conducted over the past 15 calendar years
- Vehicle safety recalls conducted by major light auto automakers, including motorcycle manufacturers.

What this VIN search tool does not cover

- Completed safety recall information
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- Very recently announced safety recalls for which not all VINs have been identified
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications

Takata Recalls Spotlight

The latest updates on Takata recalls

Recalls Spotlight monitors high-profile recalls and offers consumers resources to find and address vehicle recalls.

[Takata Recall Spotlight →](#)

IMPORTANT SAFETY RECALL

1/2000
1/2000

Checked website: Sep 27

July 2016

[Redacted]
Oakland, CA [Redacted]

This notice applies to your vehicle, VIN: 1GYFK63817R [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 2007 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).

GM

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

TK Holdings Inc. Return Mail,
P.O. Box 3004
Monroe, WI 53566-3004

PRST S1
U.S. POST
PAID
PRIME CL

**IMPORTANT LEGAL NOTICE FOR OWNERS OF VEHICLES WITH TAKATA
AIRBAG INFLATORS**

*- This Notice was authorized by a federal court. Read it carefully.
Your rights are at stake. -*

Why have I received this notice? TK Holdings Inc. and certain of its affiliates listed on the reverse side of this notice (collectively, the "Debtors") have filed chapter 11 bankruptcy cases in the United States. The Debtors are subsidiaries of Takata Corporation, a Japanese corporation engaged in the manufacture and sale of airbag inflators and other automotive components. Takata Corporation and its worldwide affiliates (including the Debtors) are referred to collectively as "Takata." Takata Corporation has filed a bankruptcy proceeding in Japan. This notice relates only to the Debtors located in the U.S. and Mexico.

You have been identified as the current or former registered owner of a vehicle with one or more Takata-manufactured airbag inflators containing phase-stabilized ammonium nitrate propellant ("PSAN Inflators"), which are or may be defective and could rupture, creating a risk of personal injury or death. This notice sets forth the deadline for asserting claims against the Debtors in the U.S. bankruptcy proceedings and provides other important deadlines and information about the chapter 11 cases. **If your vehicle contains a defective or potentially defective airbag inflator and is under recall, contact your nearest dealership immediately to schedule a free repair.**

1725 479 J50

Do I have a claim against the Debtors? You (or, in the case of a wrongful-death claim, the estate you represent) may have claims against the Debtors, including for monetary loss, personal injury, or death (in each case, whether past or future) on account of your current or past ownership of a vehicle containing a PSAN Inflator regardless of whether such PSAN Inflator is subject to a recall or has already been repaired or you have thus far suffered no loss, injury, or death on account of your PSAN Inflator (as such claims may be deemed to have accrued before the Debtors filed for bankruptcy). *To assert a claim, you must file a proof of claim by the deadline and in accordance with the instructions on the reverse side of this notice. If you fail to do so, your claim may be barred and you may receive no recovery.*

What else should I do? The Debtors strongly recommend that you:

- Carefully review this notice, including the reverse side, in its entirety.
- Please visit www.AirbagRecall.com or call 1.888.327.4236 for more information about obtaining free replacement airbags.
- Register your email address at TKRestructuring.com/PPIC. You will receive no further notices in the chapter 11 cases unless you do so and may miss important information.
- Call 833-619-7579 (U.S. toll-free) or 920-238-6810 (international), email tkppic@primeclerk.com, or visit TKRestructuring.com/PPIC if you have questions.
- Contact an attorney for legal advice concerning the chapter 11 cases.

1800 222 1020

Ref #

Pipa 4/7



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01-A-1828828

OAKLAND, CA



Visit www.AirbagRecall.com to see if you're at risk of injury or death, or call 1.888.327.4236 for more information about the safety of your vehicle.



OAKLAND CA 945

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NHTSA/Recall
1200 New Jersey Ave. SE
WASHINGTON, DC 20590

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