



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

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

April 3, 2020

[REDACTED]
[REDACTED]
Cartersville, GA [REDACTED]

NEF-109 ela
Ref. No. 11111510

Dear [REDACTED]

Thank you for your letter about your model year (MY) 2011 GMC Yukon vehicle. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We received a previous report from you regarding your vehicle problem through our Vehicle Safety Hotline on July 16, 2018. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. We entered the information from your report into our complaint database and our staff reviewed it. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information. Also, contacts initiated by our agency to obtain additional information do not automatically open a formal investigation.

We are aware of the delay for NHTSA Safety Recall Campaign No. 16V-381. The recall addresses a problem with Takata front passenger-side air bag inflators in certain MY 2007 through MY 2011 GMC Yukon vehicles, among other General Motors (GM) vehicles. In the event of a crash necessitating deployment of the front air bags, these inflators may rupture due to propellant degradation occurring after long-term exposure to high absolute humidity and temperature cycling.

The recalls of defective Takata inflators have grown over the past few years to include 19 separate vehicle manufacturers and currently include approximately 41.6 million vehicles in the United States, making it the largest, most complex recall in NHTSA's history. The most significant challenge presented by this recall has been the availability of remedy parts, which has been affected by numerous factors including, but not limited to, the need to obtain redesigned parts from alternative inflator suppliers, testing to ensure the safety of remedy parts, manufacturing and capacity constraints given the enormous global demand, and the logistics involved in getting the parts out to the distribution networks and into the dealer's hands.

The agency issued an amended Coordinated Remedy Order in December 2016, to order affected vehicle manufacturers to accelerate recall repairs and prioritize vehicles to reduce the risk of rupture and protect the American public. The Order attaches a prioritization schedule for all vehicles currently affected by the recall, or that will become affected by future expansions, based upon known risk factors such as the age of the inflator, the geographic location of the inflator, and the location of the inflator in the vehicle.

On November 15, 2016, General Motors (GM) filed a Petition for Inconsequentiality with NHTSA covering 2007–2011 model year Cadillac Escalade, Escalade ESV, and Escalade EXT vehicles; 2007–2011 model year Chevrolet Avalanche, Silverado 1500, Suburban, and Tahoe vehicles; 2007–2011 model year GMC Sierra 1500, Yukon, and Yukon XL vehicles; and 2009–2011 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles. Based on testing and analysis conducted to date, GM does not believe a safety defect exists in these vehicles and that these vehicles are safe to drive.

To date, NHTSA has not yet provided GM with a decision regarding its Petition for Inconsequentiality. It is unknown when NHTSA will render a decision. Once NHTSA provides GM with a decision, GM will contact owners regarding next steps. Owners may also check for updates at the GM website gmtakataairbag.com. While GM waits for NHTSA's decision, the vehicles are considered safe to drive. Based on the testing and analysis conducted, GM believes that the inflators are not at risk of rupture. If GM concludes at any time these inflators are unsafe, GM will take appropriate action. Dealers may continue to accept these vehicles as trade-ins, and may resell the vehicles.

If you receive a notification that a recall remedy is available, you should contact your dealer to schedule a service appointment immediately. If you are unable to schedule an appointment after receiving a notice that parts are available, you should notify the agency so that we may investigate whether the vehicle manufacturer has violated the Coordinated Remedy Order. You can file a complaint on our website at <https://www-odi.nhtsa.dot.gov/VehicleComplaint/> or via NHTSA's Vehicle Safety Hotline at 888-327-4236.

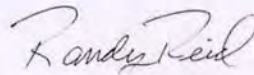
We recommend that you continue to work with GM and your dealer to repair your vehicle. You may consider contacting your local Consumer Protection Agency or the Georgia Attorney General's Office regarding your problem and rights under the state laws. You may also ask your dealership for a meeting with a Cadillac aftersales district manager regarding your problem. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair-trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement