



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)

October 8, 2019

[REDACTED]  
San Marcos, CA [REDACTED]

NEF-109 cjb  
Ref. No. 11184978

Dear [REDACTED]

Thank you for your letter about your model year (MY) 2012 GMC Yukon Denali sport utility vehicle (SUV). I am pleased to respond.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's roadways. 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.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with the dashboard cracking over the area where the passenger air bag is located in the MY 2012 Yukon Denali, among other General Motors (GM) vehicles. At this time, there lacks enough evidence to open a safety defect investigation or to initiate a recall. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at:

[www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](http://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

We recommend that you contact GM or continue to work with your local dealer to resolve this matter.

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](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, we recommend that you go to our website and search your vehicle model for owners' complaints, safety recalls, manufacturers' service bulletins, etc.

Sincerely,

Randy Reid, Chief

Correspondence Research Division  
Office of Defects Investigation  
Enforcement