

NEF-010

Oct 1 2 2019

Oakland, CA

U/S

File

CL-11253872-1615

National Highway Traffic Safety Administration
Mr. Jack Danielson
Executive DIRECTOR
1200 New Jersey Avenue, SE
Washington, DC 20590

Oakland, October 3, 2019

Dear Mr. Danielson,

Unfortunately I have not (yet) received an answer to my letter dated August 16th, 2019 (I),
of which I herewith have attached a copy.

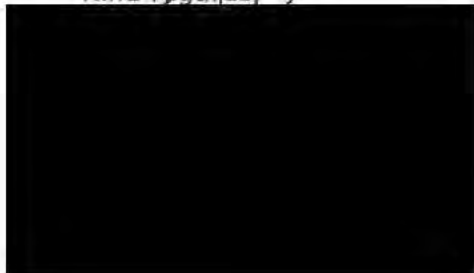
As a customer of a product build in the United States and controlled/overseen for safety by
your administration, it is very disappointing not to get any reaction to such an important
issue. But even if it was not important: not getting an answer to a letter/question, feels like
I am ignored as being totally irrelevant to you.

Cadillac is keeping their customers at a leash by saying through earlier correspondence,
telephone conversations and now a website that they haven't got the supplies yet (**after
more than three years!**), which is not very believable, nor acceptable!

I would appreciate when you, or your designated staff, could provide me with a written
answer and specifically what you will do about the non-action of Cadillac, jeopardizing
therefore the safety of their customers, US-citizens.

Thank you and

Kind regards, /



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NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Mr. Jack Danielson

Executive Director

PERSONAL

1200 New Jersey Avenue, SE
Washington, DC 20590

Oakland, August 16, 2019

Dear Mr. Danielson,

Since years I am kept on a leach by Cadillac/General Motors regarding the Takata Airbag Recall (I guess I don't have to explain any more about this product: 56,000,000 defective airbags, **16 fatalities** etc.).

For over three years now, after having called, writing letters to Cadillac/GM, I am annoyed about the same negative responses I get and the never changing "passing the buck-stories" (it is always somebody else's fault), and the endless hollow apologies (apologies didn't help the 16 fatalities and therefore neither won't help me!), the same excuses "remedy not yet available" (after more than three years...!!??) and therefore I am taking the time to turn to you assuming that the NHTSA, as the provider and protector of the driving consumers, will be able to solve the issue.

As a former CEO of three commercial airlines in Europe, I have always been inundated with safety rules and regulations by authorities similar to yours, making sure the consumers on board of my aircraft were always assured of a safe journey. And rightly so! I have always done everything in the name of safety: made repairs, incorporated mandatory directives, voluntarily service bulletins, even grounded aircraft in case a repair couldn't be carried out fast enough. When a part fails, it is always too late, and that counts also for airbags (the 16 persons as mentioned above are clear-cut examples).

How can you assist me in making sure I can drive my car safely again? Cadillac/GM won't help me. They are politely brushing me off with the same excuses. They make a lot of

"noise" with, websites, call-centers and pretending they care. They (Takata) don't care because they don't do anything for me.

Do I really have to start a court-case against them? Is there no law protecting me (consumers) against these practices?

Your assistance is highly appreciated.

Sincerely,

[REDACTED]

COPY

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Oakland, CA

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Mr. Jack Danielson
Executive Director
1200 New Jersey Avenue, SE
WASHINGTON, DC 20590

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