

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

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NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Ms. Heidi King

Deputy Administrator

PERSONAL

1200 New Jersey Avenue, SE

Washington, DC 20590

Oakland, August 16, 2019

Dear Ms. King,

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

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"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.



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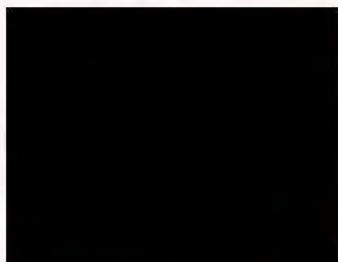
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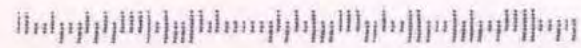
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