



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

March 11, 2020

[REDACTED]
Oakland, CA [REDACTED]

NEF-109 nlm
Ref. No. 11253872

Dear [REDACTED]

Thank you for the letter concerning your Cadillac vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. In order for NHTSA to record specific information concerning the problem you experienced with your vehicle certain information must be provided (i.e. vehicle model and vehicle model year). Please fill out and return the enclosed addressed, postage-paid Vehicle Owner's Questionnaire (VOQ) and provide a description of your vehicle problem. Please mark the appropriate authorization box and sign the form. The information you provide will be considered with future reports to identify any safety defect trends that may require our attention.

The recalls of defective Takata inflators have grown over the past few years to include 19 separate vehicle manufacturers and currently include approximately 37 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 logistics 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.

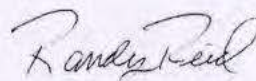
When you receive a notification that parts are available, you should contact your dealer to schedule a service appointment immediately. If you are unable to schedule an appointment after receiving a notice that parts are available, you should notify the agency so that we may investigate whether the vehicle 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.

For the most up-to-date information on the Takata recalls, we also encourage you to visit our website at www.nhtsa.gov/recall-spotlight/takata-air-bags.

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 rate and adequacy of manufacturers' recall campaigns.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would file a complaint on our website or hotline listed above. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



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

Enclosure