

OCT 17 2019

CL-11269650-4825

[REDACTED]
Merritt Island, FL [REDACTED]

September 23, 2019

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: GM Recall Number 49151

Administrator:

I own a 2008 Cadillac Escalade ESV, Vin 1GYFK66848r [REDACTED] which I purchased new. In July 2016, I received a recall notice regarding the Takata airbags and attempted to get the issue taken care of several times since then. The recall notice states that the "propellant in some types of Takata airbag inflators can degrade over time, especially after long term exposure in hot and humid regions. If the propellant degrades to a certain level, the inflators may rupture during deployment, causing serious or fatal injuries." Since I live in Florida, it's most definitely "hot and humid" which causes me extreme concern.

It is now 2019 and to date GM has not fixed the problem with the airbags. Presently, I have a message that states that the airbags need to be "serviced" so I went to my local Cadillac dealer and asked about the airbags once again. They tell me that I have to pay to have the airbags replaced, which will cost over two thousand dollars, and they'll use the exact same Takata airbags that are being recalled! I find this unacceptable and the service manager there also informed me that, if I want to trade in my vehicle, I'll lose money since there's a "recall" notice on it. This is grossly unfair. Not only am I now dealing with unsafe airbags, but I'm losing money on a vehicle because of the recall which GM will not fix.

Is there anything that can be done to force GM to fix the issue with the airbags and, if so, can you assist me in this matter. Thank you for any help you can give me in this matter.

Sincerely,

[REDACTED]

WR

EA
10/19/19
AS



Merritt Island, FL

ORLANDO FL 328

24 SEP 2019 PM 6 L



Administrator
National Highway Traffic Safety Admin.
1200 New Jersey Avenue SE
Washington DC 20590

20590-

