



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)

March 17, 2020

[REDACTED]  
Merritt Island, FL [REDACTED]

NEF-109 mkm  
Ref. No. 11269650

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2008 Cadillac Escalade ESV. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

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.

We are aware of the delay for NHTSA Safety Recall Campaign No. 16V-381. Takata Corporation ("Takata") has decided that a defect which relates to motor vehicle safety exists in certain 2007-2011 Cadillac Escalade, Escalade ESV, Escalade EXT, Chevrolet Avalanche, Silverado 1500, Suburban, Tahoe, GMC Sierra 1500, Yukon, Yukon XL, and 2009-2011 Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles. This is based upon Takata's decision that front passenger airbag inflators it supplied to GM are defective. 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.

The recalls of defective Takata inflators have grown over the past few years to include 19 separate vehicle manufacturers and currently include approximately 41.6 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.

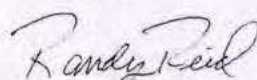
The agency issued an amended Coordinated Remedy Order in December 2016, to order affected vehicle manufacturers to accelerate recall repairs and prioritize vehicles to reduce the risk of rupture and protect the American public. The Order attaches a prioritization schedule for all vehicles currently affected 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](http://www.nhtsa.gov/recall-spotlight/takata-air-bags). You can check for open recalls using our VIN Look Up Tool at <https://www.nhtsa.gov/recalls> at any time to check the recall status of your vehicles using your Vehicle Identification Number (VIN).

In the future, if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment, please file a complaint on our website or hotline listed above. You can also review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,



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