



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue, SE  
Washington, DC 20590

February 13, 2020

[REDACTED]  
Coal Grove, OH [REDACTED]

NEF-109 nlm  
Ref. No. 11280319

Dear [REDACTED]:

Thank you for your correspondence concerning your model year (MY) 2006 Cadillac STS vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We received a previous report from you regarding your vehicle problem through our or [www.nhtsa.gov](http://www.nhtsa.gov) website on November 15, 2019. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. The information from your report was entered into our complaint database and reviewed by our staff to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information. Also, contacts initiated by our agency to obtain additional information do not automatically open a formal investigation.

We reviewed our database to identify whether a safety defect trend exists regarding air bag problems in MY 2006 Cadillac STS vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation or to initiate a recall. We entered your information into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

We are aware of NHTSA Safety Recall Campaign No. 10V-644, which address a problem with passenger air bag occupant classification system (OCS) in certain MY 2005 through MY 2007 Cadillac CTS vehicles. Please note that recalls are very specific regarding vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and

defective components. At this time, your MY 2006 Cadillac STS does not fall within the scope of the recall. Therefore, your vehicle is not eligible for a free remedy under the Recall 10V-644. We recommend that you continue to work with General Motors or your dealer for an amicable resolution to your problem.

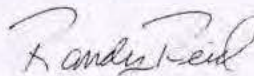
You may consider contacting your local Consumer Protection Agency or the Ohio Attorney General's Office regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with an GM district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

The National Highway Traffic Safety Administration (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 rates and adequacy of manufacturers' recall campaigns.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,



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