

From: [Ann Marie L Ambrose](#)
To: EVOO (NHTSA); [REDACTED]
Cc: [REDACTED]
Subject: ODI# 11292331
Date: Thursday, January 30, 2020 1:12:30 PM

Cadillac XT5 Update

Case number: 11292331

Wanted to provide you an update on replacement of my sunroof that exploded on December 25, 2019. The dealership would not cover the replacement under the 4 year bumper to bumper warranty so I sent a complaint in to GM. Three week later they called me today after I sent an email asking for an update and they decided they would NOT provide replacement under the warranty. They also would not provide me with a reason.

Of course I'll write GM and let them know my dissatisfaction with there decision.

I've ordered the part and when it comes in I'll schedule with service to have it installed. Because these sunroofs are all made by one company called PPG in Pittsburgh, I have no confidence that it will not happen again. Because this glass is not safety glass I have concerns that when it happens again someone might be injured.

[REDACTED]

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