



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

NEF-109 br
Ref. No. 11349399

[REDACTED]
Clear Lake, MN [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2012 Cadillac SRX vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). 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 motor 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.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. ODI has received reports similar to yours and is reviewing all available data concerning allegations of moisture accumulating inside of the vehicle headlamp assembly when equipped with halogen headlamps in MY 2010 through MY 2012 Cadillac SRX vehicles. While we continue to review this issue, no investigation has been opened nor determinations reached at this time.

The recall you reference is a General Motors (GM) Customer Satisfaction Campaign for headlamp replacement in MY 2010 through MY 2015 Cadillac SRX vehicles. Please note that manufacturers may issue a Customer Satisfaction Campaign to address a known problem and to restore customer satisfaction. However, the issuance of a Customer Satisfaction Campaign does not necessarily reflect the existence of a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Nevertheless, we continuously monitor manufacturer Customer Satisfaction Campaigns to identify any such campaigns and programs that may involve safety issues. However, NHTSA does not otherwise regulate repairs, owner mailings, expenses, or reimbursement requests associated with such programs.

We entered your information into our database. It will be used with other 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.

Your request for a reimbursement does not fall under our jurisdiction. We recommend that you continue to work with GM and the Minnesota Attorney General's Office regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a 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.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty 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 to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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 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,

A handwritten signature in cursive script that reads "Randy Reid".

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