



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



September 21, 2021

[REDACTED]
[REDACTED]
Wilmington, DE [REDACTED]

NEF-109 tgd
Ref. No. 11416503

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2016 Chevrolet Cruz vehicle. Your letter was forwarded to 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 roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, 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. Please accept our sincere sympathy for the injuries you sustained in the crash. We reviewed our database to identify whether a safety defect trend exists with the front driver-side airbag in MY 2016 Chevrolet Cruise vehicles. We specifically searched for reports where the driver was injured by the excessive force of an airbag deployment in a crash. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. We entered your information into NHTSA's database, where 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. We encourage you to contact General Motors if you require further assistance regarding this matter.

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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

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