



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



September 16, 2021

[REDACTED]
Fort Myers, FL [REDACTED]

NEF-109 ela
Ref. No. 11432251

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2014 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 reduced visibility in MY 2010 through MY 2016 Cadillac SRX vehicles equipped with halogen headlamps. 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 www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We recommend that you continue to work with GM. 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.

Finally, the recall notice you reference is for NHTSA Safety Recall Campaign No. 21V-473, which involves replacement of the adjustable suspension toe link with a non-adjustable one, free of charge. At this time, parts are not available to repair your vehicle. When you receive final notice that the parts to repair the vehicle are available, we encourage you to call your authorized Cadillac repair facility to schedule an appointment to have this recall completed as soon as possible. You are also advised not to drive the vehicle, but have it towed to an authorized repair facility if you experience certain Malfunction Indicator Lamp (MIL) warnings or other issues, such as unusual steering behavior, while driving.

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