

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

[REDACTED]
Southington, CT
August 27, 2021

Administrator, National Highway Traffic Administration
1200 Jersey Avenue, SE
Washington, DC 20590

To Whom It May Concern:

On July 5, 2021 my wife was driving our 2016 SRX Cadillac (VIN 36YFNDE36GS [REDACTED]) on Interstate 84 in Connecticut when the rear suspension toe link broke causing her to cross over sideways onto the left side median. Truly a miracle she wasn't hit. We had the car towed to my mechanic who fixed the problem. I then sent a letter to Cadillac and three weeks later we received a recall letter for the problem.

Since that time I have been trying to get reimbursed for the towing and repairs but have been given nothing but a run around from Cadillac.

I would appreciate it if you would look into the situation.

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