



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



October 13, 2021

[REDACTED]
[REDACTED]
Southington, CT [REDACTED]

NEF-109 ela
Ref. No. 11434021

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2016 Cadillac SRX 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. You indicate that your MY 2016 Cadillac SRX experienced the safety defect identified in NHTSA Safety Recall Campaign No. 21V-473 prior to receiving the recall notification. You paid to repair the vehicle prior to receiving the recall notification and therefore request a reimbursement.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer, and to have the recall verified by an authorized repair facility. Final notifications for this recall have not yet been sent, as the recall remedy is not yet available. However, owners should follow the instructions in the final recall notification letter to file a claim. We recommend that you continue to work with General Motors and your local dealer if you require further assistance.

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.

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,

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