



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



April 4, 2022

[REDACTED]
[REDACTED]
Mechanicsville, VA [REDACTED]

NEF-109 ela
Ref. No. 11440253

Dear [REDACTED]

Thank you for the follow-up 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. Please note that the Customer Satisfaction Campaign you reference was issued by General Motors (GM) and is not a safety recall. The issuance of a Customer Satisfaction Campaign by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue this type of action at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors manufacturer policy adjustments to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. Otherwise, NHTSA does not regulate a manufacturer's customer satisfaction campaign program. Thus, the manufacturer remains responsible for all aspects of such programs, including the nature and scope of the repair, the vehicles and model years at issue, all associated campaign timing dates, owner notifications, and reimbursements.

However, 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. 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 encourage you to work with GM and your dealer to explore an amicable resolution to your problem. You may also ask your dealership for a meeting with a GM district manager regarding your problem. You could consider contacting your local Consumer Protection Agency or the Virginia Attorney General's Office regarding your problem and rights under state laws. 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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., 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