

[REDACTED]
[REDACTED]
[REDACTED] CL-11461164-1500

BEAUMONT, TEXAS

PHONE [REDACTED]

FAX [REDACTED]

March 29, 2022

Administrator, National Highway
Traffic Safety Administration
1200 New Jersey Ave SE
Washington, DC 20590

Re: Campaign ID No. 21V054
GM Recall N212328800
VIN 1GYS4CEF7E[REDACTED]
2014 Escalade

I am the owner of the above-referenced vehicle, which is the subject of an ongoing safety recall relating to a defect in the passenger-side frontal airbag inflator. I first received GM's Safety Recall notice on March 8, 2021; however, the letter advised that "Parts to repair your vehicle are not currently available..." (Exhibit A).





On January 31, 2022 – some 10½ months later – I received a follow-up notice stating that the part was now available to repair my vehicle (Exhibit B). My secretary confirmed with the Service Department at Classic Cadillac in Beaumont, TX that the part was available, and an appointment was subsequently made for Wednesday, March 16th.

On March 15th I received a call advising that the part was no longer available and would have to be ordered; as of this writing, the part has not arrived.

It has now been over a year since this safety recall was issued for a defect that "may cause metal fragments to pass through the airbag and into the vehicle interior at high speed, which may result in serious injury or death to passengers". General Motors' disregard for the safety of their loyal customers in allowing a potentially deadly defect to go unattended is unconscionable and grossly negligent.

I am requesting your immediate assistance in getting the part(s) necessary to complete this recall service at my local dealership, Classic Southeast Texas in Beaumont, on an expedited basis.

Should you have any questions or wish to speak with me directly, please call





Enclosures

cc: Classic Cadillac Beaumont
Attn: Service Department
3855 Eastex Fwy
Beaumont, TX 77706



IMPORTANT SAFETY RECALL

March 2021

MAR 08 2021

Beaumont, TX

This notice applies to your vehicle. VIN: 1GYS4CEF7E

Dear

2014 Escalade

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

TK Holdings (Takata) has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year Cadillac Escalade vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience.

IMPORTANT

- Your vehicle is involved in GM recall N212328800.

Why is your vehicle being recalled?

Takata has determined that a defect exists in the passenger-side frontal airbag inflator in your vehicle. The determination was made that the propellant in this inflator may degrade after long-term exposure to high humidity and temperature cycling, which could cause the inflator to explode during a deployment. An inflator rupture may cause metal fragments to pass through the airbag and into the vehicle interior at high speed, which may result in serious injury or death to passengers.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your Cadillac dealer will replace the passenger-side frontal airbag inflator in your vehicle. This service will be performed for you at no charge. We are working as quickly as possible to correct this condition.

When parts are available, we will send you another letter asking you to take your vehicle to your Cadillac dealer to have your vehicle serviced. You can also check the status of this recall at: <https://my.gm.com/recalls>.

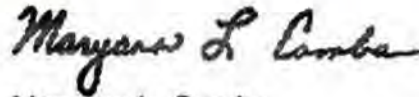
EXHIBIT A

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Cadillac Customer Assistance Center at 1.866.982.2339 (TTY 1.800.833.2622). Owners may also visit gmtakataairbag.com.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V054.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Maryann L. Combs
Vice President
Global Vehicle Safety

GM Recall N212328800



IMPORTANT SAFETY RECALL

January 2022

JAN 31 2022

2014 Escalade

Beaumont, TX

This notice applies to your vehicle, VIN: 1GYS4CEF7E1

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, you were notified that your 2014 model year Cadillac Escalade was involved in GM recall N212328800. This letter is to inform you that parts are now available to repair your vehicle.

TK Holdings (Takata) has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year Cadillac Escalade vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience.

IMPORTANT

- Your vehicle is involved in GM recall N212328800.
- Schedule an appointment with your Cadillac dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Takata has determined that a defect exists in the passenger-side frontal airbag inflator in your vehicle. The determination was made that the propellant in this inflator may degrade after long-term exposure to high humidity and temperature cycling, which could cause the inflator to explode during a deployment. An inflator rupture may cause metal fragments to pass through the airbag and into the vehicle interior at high speed, which may result in serious injury or death to passengers.

What will we do?

Your Cadillac dealer will replace the passenger-side frontal airbag inflator in your vehicle. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately one hour.

EXHIBIT B

What should you do?

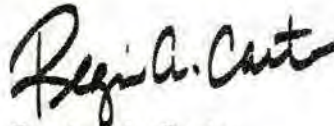
You should contact your Cadillac dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Cadillac Customer Assistance Center at 1.800.333.4223 (TTY 1.800.833.2622). Owners may also visit gmtakataairbag.com.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V054.

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Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N212328800

UMONT, TEXAS

NORTH HOUSTON TX 773

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FIRST-CLASS



US POSTAGE

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MAILED FROM ZIP CODE 77701

Administrator, National Highway
Traffic Safety Administration
1200 New Jersey Ave SE
Washington, DC 20590

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