



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



March 21, 2023

[REDACTED]
Allen, TX

NEF-109 br
Ref. No. 11504437

Dear [REDACTED]:

Thank you for the letter about model year (MY) 2022 Cadillac CT5 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 highways. We are authorized to order manufacturers to recall and repair 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. However, we do not believe the steering wheel heater not being installed at delivery in your MY 2022 Cadillac CT5 is a safety-related defect. A steering wheel heater not being installed, by definition of our authorizing statute—The National Traffic and Motor Vehicle Safety Act—does not pose an unreasonable safety risk to you or other motorists. We entered your information into our database. You can learn more about safety-related defects and find an explanation of NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you continue to work with General Motors and your local dealer to resolve this matter.

You may consider contacting your local Consumer Protection Agency or the Texas Attorney General's Office regarding your problem and rights under the State laws. 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 web site 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
Consumer Engagement Division
Office of Defects Investigation
Enforcement