

Administrator,
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

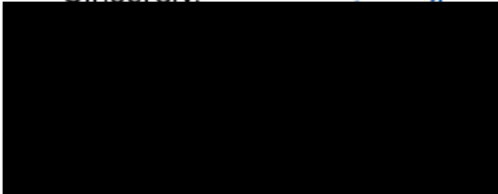
March 13, 2024

Hello,

On June 30, 2023, I received a Safety Recall from General Motors [N232404980] regarding a defective airbag that could cause injury or death (attached).

I immediately called both GM and a local GM dealership to schedule an airbag replacement, and was told I would be contacted as soon as the part came in. Having never received any further communication, I recently called GM at 800-222-1020 and was told they still have no idea of when they will have the parts. This is unacceptable, especially considering the risk of severe injury, blindness or death that could be caused by this defective airbag. For such serious matters, manufacturers should have a plentiful reserve of back-up parts on hand. Never should a customer be continuously exposed to such risk for what has been almost 9 months. Can't you enforce a resolution?

Sincerely,



St. Clair Shores
Michigan

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