

As you know, the safety of our customers is our top priority and we are committed to the safety of the products we sell. As part of that commitment, we continuously review issues that are presented to GM by our customers. GM has initiated an internal review of our panoramic sunroofs and we expect to have additional information as we go through that process.

Each year consumers demand greater technology and additional visibility to enhance the safety and pleasure of their driving experience. GM responds to those demands by dedicating resources to the design, development, testing, and deployment of advanced features such as panoramic sunroofs. In doing so, new designs are created and new materials are used. With respect to the glass in GM sunroofs, GM uses tempered glass in all our sunroofs, and has not made substantial changes to the glass material in recent model years.

GM designs all motor vehicle glazing, including sunroofs, to comply with world-wide glazing standards and regulations, including Federal Motor Vehicle Safety Standard 205, UN ECE Regulation No. 43, China Compulsory Certification CNCA-C13, and multiple SAE and ISO industry glazing standards. These regulations and standards have been developed by government and industry glazing experts and are updated to reflect emerging technologies.

These standards and regulations address automotive safety, including reducing injuries resulting from impact to glazing surfaces. GM will continue to participate in government and industry activities to update glazing safety and performance standards.

Like any glass surface on a motor vehicle, a sunroof can be damaged or broken if struck by an object like a rock or other road debris. As part of its Safety and Field Investigations process, GM actively monitors, investigates, and, where appropriate, remediates vehicle performance issues in GM vehicles in the field, including incidents involving shattering sunroofs in GM vehicles. After introducing panoramic sunroofs on the 2004 model year Cadillac SRX, for example, GM became aware of certain isolated cases in which the sunroofs in these vehicles were damaged or spontaneously shattered. After conducting an investigation, GM did not find, and the data did not indicate, that there was a safety defect in these vehicles.

The National Highway Traffic Safety Administration ("**NHTSA**") conducted its own independent investigation of the issue, which included comparing the field performance of 2004 through 2006 model year Cadillac SRX sunroofs against peer vehicles produced by 11 other manufacturers, and ultimately agreed with GM' s assessment and closed its investigation.

When GM has identified a performance issue involving a sunroof, panoramic or otherwise, GM has acted swiftly to address the problem in the field. In 2015, GM identified a quality issue at a GM supplier that was causing an increase in warranty claims for the sunroof (non-panoramic) glass in 2015 model year Buick Regal vehicles and 2014 - 2015 model year Chevrolet Cruze vehicles. GM conducted a field campaign to correct the issue in affected customer vehicles.

As part of our safety and quality commitment, GM has developed both external and internal processes that have enhanced our customer's service experience. We have developed an easy to navigate website, expanded our online presence using social media, and provided our customers with a rapid and efficient way to express their concerns at dealerships, online, or directly with a company representative. We have also developed internal processes to review these concerns and address them directly with our customers. We are committed to providing quality service for our customers for the lifetime of their vehicle.

Given current field data, GM does not currently believe that there is a need for a recall on sunroofs, panoramic or otherwise, in GM vehicles. Once again, we thank you for your outreach and commit to providing you and your staff periodic updates as more information is gathered.