



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

400 Seventh Street, S.W.
Washington, D.C. 20590

APR 08 2005

[REDACTED]
Austin, TX [REDACTED]

NVS-216jcc
Ref. No. 10113739

Dear [REDACTED]

Thank you for your correspondence received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). We apologize for the use of this form letter; however, due to the overwhelming number of letters received by ODI and the limited resources available to this agency, we are responding to your correspondence in this manner.

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 items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and compiled into a database to help us in identifying potential recall inadequacies and safety defects that require our attention. Reimbursement requests relating to a safety recall will be sent to the manufacturer with a request that it be reviewed for a possible resolution. Reimbursement requests relating to failure of a product that is not related to a safety recall do not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, the Better Business Bureau, and the State Office of the Attorney General for assistance.

If you wish to update or provide additional information, e.g., copies of repair invoices, police report where a crash occurred, fire department report when a fire occurred, or more detailed information about the incident(s) relating to motor vehicle safety, please attach the additional information to the enclosed Vehicle Owner's Questionnaire (VOQ). The information you provide will be used to update your report.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4238

In cases where an investigation is initiated or your report relates to a current investigation, a copy of your report is provided to the manufacturer of the product being investigated. The Privacy Act prohibits our agency from providing your personal identifiers (name, mailing address, zip code, and complete vehicle identification number) to the manufacturer without your permission. Please mark the appropriate authorization box and sign the VOQ before returning it to the agency.

If you have access to a computer, you may obtain information about safety recalls, safety defect investigations, and other safety-related information by accessing NHTSA's Internet Web site at <http://www.nhtsa.dot.gov>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez", with a stylized flourish at the end.

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures

cc: Office of Defects Investigation, Recall Management Division (NVS-215)

P.S. If the safety-related corrective action for the recall (NHTSA Campaign No. 02V-026, summary enclosed) has not been performed, NHTSA strongly recommends that work be accomplished on your 1997 Volkswagen Jetta vehicle as soon as possible by making an appointment with an authorized Volkswagen of America, Inc., dealer. While we cannot guarantee the success of the remedy as performed on your vehicle by your local dealer, we do not have any reason to believe that the corrective action submitted by the manufacturer will not work. Please notify the Department of Transportation's (DOT) Auto Safety Hotline, by toll-free telephone at 1-888-327-4236, and the manufacturer's representative, listed in your vehicle's owner's manual, if the safety-related corrective action described in the manufacturer's defect notification letter does not correct the problem.