

Jimenez, Alberto <NHTSA>

From: Jimenez, Alberto <NHTSA>
Sent: Tuesday, December 05, 2006 4:26 PM
To: [REDACTED]
Subject: RE: Defect Question

Dear [REDACTED]:

Your report was received on May 14, 2006. It was automatically entered into the National Highway Traffic Safety Administration (NHTSA) complaint database.

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, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

As mentioned above, information submitted by vehicle owners using the Internet Vehicle Owner's Questionnaires (VOQs) are automatically entered into our complaint database, and data is then available to NHTSA's Office of Defects Investigation investigators for review and analysis to determine whether an investigation is warranted. Due to the volume of VOQs received and limited agency resources, NHTSA cannot respond to the submitters of these questionnaires. We apologize for any confusion this may have caused you.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to seat movement problems in model year 2002 Volkswagen Passat vehicles. No other complaint has been file concerning this matter; therefore, at this time, there is insufficient evidence to warrant opening a safety defect investigation.

From: Test, Crash <NHTSA>
Sent: Tuesday, December 05, 2006 2:51 PM
To: Jimenez, Alberto <NHTSA>
Subject: Defect Question

Hello Alberto,

Could you please look into this consumer's email question at your earliest convenience?

[REDACTED] - Alternate [REDACTED]

Thank you very much,
Dameko America

On May 14th I filed a complaint. As of this date, I have not received any response or action.

My ODI number is 10157514

12/5/2006

Can you give me an update or status on this issue?

