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[REDACTED]
NAPA, CA. [REDACTED]
[REDACTED]

AUGUST 7, 2006

U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION
NSA-10.01
400 7TH STREET SW
WASHINGTON, DC 20590

HELLO,

I HAVE BEEN ASKED TO WRITE TO YOU BY THE REGIONAL JIFFY
LUBE MANAGER, RANDY STEVENS.

ON MAY 24, 2006 I WENT TO THE NAPA JIFFY LUBE FOR A
ROUTINE OIL CHANGE. I HAVE BEEN BRINGING MY 1999
VOLKSWAGEN JETTA TO JIFFY LUBE FOR OIL CHANGES SINCE
1999. I ENDED UP HAVING MY CAR REPAIRED AT MY MECHANIC
BECAUSE THE OIL PAN THREADS WERE STRIPPED, AND I NEEDED
THE DRAIN PLUG REPLACED.

MR. STEVENS WOULD LIKE ME TO BRING THE ISSUE OF PAN
STRIPPING TO YOUR ATTENTION.

MY CAR IS A 1999 VOLKSWAGEN JETTA GL
THE VIN NUMBER FOR MY CAR IS: 3VWRA29M8XM [REDACTED]

THANK YOU,
[REDACTED]

Randy
8/30/06