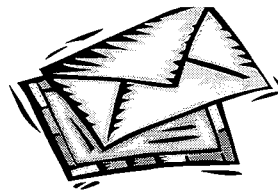


NHTSA ccmMercury Routing Slip



Printed: 8/31/2007

NHTSA #: ES07-004772

XREF #:

Delivery: FAX

Rec'd Date: 8/29/2007

Doc Type: CNG

Address To: NHTSA

Referred By: NPO-011

Doc Date: 8/21/2007

Due Date: 9/11/2007

S10 #:

DOT/I #:

RMP #:

**Subject: FAX FROM CONGRESSMAN HOLT ON BEHALF OF CONSITUENT, [REDACTED]
REGARDING A SAFETY PROBLEM WITH HER VW PASSAT**

Ack Date:

**Sign Office: DIRECTOR FOR
EXTERNAL AFFAIRS**

Cleared Date:

File Loc:

Added By: BMILLINGS x65470

Ack By:

Signature: HARRINGTON

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

The Honorable RUSH D HOLT
U.S. HOUSE OF REPRESENTATIVES

WASHINGTON, DC 20515

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	8/31/2007	9/11/2007	
NIA-110	INFORMATION	8/31/2007		8/31/2007
NVS-010	INFORMATION	8/31/2007		8/31/2007

2007 SEP -4 AM 6:53
2007 AUG 31 AM 6:53

AA
09/04/07
KB

RUSH HOLT
Twelfth District, New Jersey

1019 Longworth Building
Washington, D.C. 20515
202-225-5801
Fax 202-225-6025

50 Washington Road
West Windsor, NJ 08550
609-750-9365
Fax 609-750-0618

website and e-mail:
www.holt.house.gov



Congress of the United States

August 21, 2007

Chair
Select Intelligence Oversight Panel
Committee on Appropriations

Committee on Education
and Labor

Permanent Select Committee
on Intelligence

Committee on Natural Resources

Co-Chair
Children's Environmental Health Caucus
Congressional Research and
Development Caucus

Mr. Richard Simon
NHTSA- Region II
222 Manaroneck Avenue, Suite 204
White Plains, New York 10605

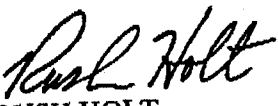
Dear Mr. Simon:

Enclosed you will find information I have received from [REDACTED] a constituent of my district. Since [REDACTED]'s concern involves a safety problem she is having with her automobile, I have contacted your office for assistance in this matter.

As indicated by the enclosed materials, [REDACTED] purchased a pre-owned 2000 Volkswagen Passat in October 2002 and has been experiencing problems with the indicator light for the airbag. [REDACTED] informs me that immediately after she purchased the vehicle, the indicator light illuminated. She returned to the car dealership where the vehicle was purchased, VW of Princeton, New Jersey, and was told the problem was repaired. However, the light has continued to illuminate on a regular basis since then, and [REDACTED] has had to return to the dealership 8-10 times to have the problem repaired. In April 2007 the light once again illuminated, and when Ms. [REDACTED] called VW of America, she was told to go back to the car dealership. When she returned to the dealership, she was told that the car was no longer under warranty. The mechanics, therefore, would not repair the problem without charging [REDACTED]. She called VW of America again, and was informed that there was nothing that could be done for her since the car had been repaired so often. She was then offered \$550 towards the purchase of a new vehicle. [REDACTED] believes this is a manufacturer's defect of a critical safety measure and would like a comparable car. I would appreciate it if you would review this matter and respond to me as soon as possible.

I look forward to hearing from you soon. Should you need further information regarding this matter, please feel free to contact my assistant, Steven Hildner, by e-mail at steven.hildner@mail.house.gov, by writing to 50 Washington Road, West Windsor, NJ 08550, by fax at (609) 750-0618, or by calling (609) 750-9365.

Sincerely,


RUSH HOLT
Member of Congress

ES07-004772

001 12 000

July 8 2007

U.S. Rep. Rush Holt
50 Washington Road
West Windsor,
New Jersey 08550

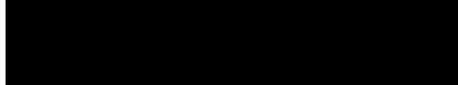
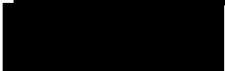
Dear Mr. Holt:

I am writing to you about a safety problem I am having with my VW Passat. It is a situation that has been with the car since I first purchased it. As you can see from the enclosed information, I have taken the vehicle in many times for the same repair of the air bag. I am no longer receiving satisfactory assistance from VW of America.

Please forward this information to the National Transportation Association for their review, and solution of the problem.

Thank you for your attention to this major safety concern.

Sincerely,



Ewing, New Jersey 

Because this involves what is clearly a manufacturer's defect of a critical safety measure, I am independently contacting my Congressman, Rush Holt, to ask that he forward this to the National Highway Transportation Safety Administration. From my research on the NHTSA web site it is clear that the problem I am experiencing has happened to others, and it is frightening to learn that many of these complainants also experienced unprovoked air bag deployment while driving. I do not want to wait for something like this to happen to me.

I am asking you to help me solve this problem once and for all. There is clearly a manufacturer's defect with my car, and I have been patient throughout this process. Besides the inconvenience of bringing my car in for several days every few months, the obvious safety concerns require that this issue be resolved as soon as possible. I want a comparable car.

I am including copies of repair orders and a general history of the services that I received from the dealership. If you need additional information, you have my permission to contact the mechanics listed, or please contact me.

Sincerely,

[REDACTED]

[REDACTED]

Ewing, NJ [REDACTED]

[REDACTED]

05/10/2007 10:40 FAX

001/002

05/10/2007
10:30:55

SUMMARY HISTORY DISPLAY

PAGE 2

CUSTOMER NAME [REDACTED] SERIAL NO. WVVMA23B2YE [REDACTED]
 TOTAL R/O'S 21 TOTAL SERV. DAYS 113 MAKE VW VOLKSWAGEN

LN#	RO.NO.	RO. DATE	MILES.	ADV/TECH	J#	OPERATION CODE	DESCRIPTION
14	64938	11/13/2001	12155	A	2271	40VKZ	BRAKES
				T	9445	3	
				T	1984	1	45VKZ05 *2 WHEEL ALIGNME
				T	1984	2	46VKZ WHEELS/TIRES
REFUSED RECOMMENDED SERVICE: *01VKZ030 30000 MILE SERVICE WILL COMPLETE AT NEXT VISIT							
15	53349	10/11/2001	18536	A	2271	45VKZ06	*4 WHEEL ALIGNME
				T	999	1	
REFUSED RECOMMENDED SERVICE: *01VKZ030 30000 MILE SERVICE SERVICE NOT REQUIRED ON THIS MODEL							
16	42802	09/13/2001	18142	A	09281	80VKZ2	GET READY
				T	4617	1	
				T	4617	2	75VKVWSI. VW ASSURED INSP
				T	4617	3	00VKZ01 *OIL&FILTER SER/
				T	999	4	80VKZ11 UC WARRANTY CLAIM
REFUSED RECOMMENDED SERVICE: *01VKZ030 30000 MILE SERVICE SERVICE NOT REQUIRED ON THIS MODEL							
17	20205	07/16/2001	16658	A	04072	00VKZ	QUICK SERVICE
				T	1984	1	
				T	1984	2	11VKZ06 ENGINE NOISE
18	92453A	10/11/2001	18779	A	234	03150013VK	
				T	5863119	1	
				T	5863119	2	DVK
19	88536A	05/12/2001	12559	A	234	03110013VK	
				T	5863119	1	
				T	5863119	2	CARV
20	84287A	11/18/2001	5914				**** REPAIR ORDER PURGED FROM SYSTEM ****
21	55124A	02/02/2002	16				**** REPAIR ORDER PURGED FROM SYSTEM ****

05/10/2007
10:30:55

SUMMARY HISTORY DISPLAY

PAGE 1100
PAGE 11

CUSTOMER NAME [REDACTED] SERIAL NO. WVWMA23B2YE [REDACTED]
 TOTAL R/O'S 21 TOTAL SERV. DAYS 113 MAKE VW VOLKSWAGEN

LN#	RO.NO.	RO. DATE	MILES.	ADV/TECH J#	OPERATION CODE	DESCRIPT. ON...
1	434600	10/03/2006	72237	A 1846		
				T 2105	1	96LIZ BODY REPAIR
				T 3768		

REFUSED RECOMMENDED SERVICE:

*01VKZ070 70000 MILE SERVICE MAINT. SERV DONE, USED SPG TO CODE

2	244065	01/06/2007	81398	A 7817		
				T 0939	1	60VKZ19 *AIR BAG DIAGNOS

3	240744	01/29/2007	11186	A 6172		
				T 1984	1	01VKZ050 50000 MILE SERVI
				T 0939	2	10VKZZ1 DRIVEABILITY (ON
				T 1984	3	46VKZ WHEELS/TIRES

4	210988	01/02/2007	46890	A 7679		
				T 4461	1	96LIZ BODY REPAIR
				T 3768		

5	207841	12/22/2006	46847	A 7817		
				T 1984	1	01VKZ045 45K SERVICE
				T 1984	2	96VKZ BODY REPAIR

6	159473	08/07/2006	41139	A 04072		
				T 1984	1	01VKZ040 40000 MILE SERVI
				T 1984	2	10VKZ DRIVEABILITY

7	154066	07/24/2006	40535	A 7817		
				T 0939	1	60VKZ19 *AIR BAG DIAGNOS

REFUSED RECOMMENDED SERVICE:

*01VKZ040 40000 MILE SERVICE WILL COMPLETE AT NEXT VISIT

8	146318	07/03/2006	39720	A 04072		
				T 0939	1	52VKZ TRIM ELECTRICAL
				T 0939	2	61VKZ19 BODY ADJUSTMENTS
				T 0939	3	45VKZ STEERING, SUSPENS

REFUSED RECOMMENDED SERVICE:

*01VKZ040 40000 MILE SERVICE WILL COMPLETE AT NEXT VISIT

9	138723	05/13/2006	38553	A 7817		
				T 0939	1	60VKZ19 *AIR BAG DIAGNOS

REFUSED RECOMMENDED SERVICE:

*01VKZ040 40000 MILE SERVICE WILL COMPLETE AT NEXT VISIT

10	122808	04/30/2006	36923	A 7817		
				T 1984	1	60VKZ19 *AIR BAG DIAGNOS

11	120254	04/23/2006	36793	A 2271		
				T 1984	1	01VKZ035 35K SERVICE
				T 1984	2	60VKZ19 *AIR BAG DIAGNOS
				T 1984	3	46VKZ01 WHEEL/TIRE CONCE

REFUSED RECOMMENDED SERVICE:

*01VKZ030 30000 MILE SERVICE SERVICE NOT REQUIRED ON THIS MODEL

12	92527	02/03/2006	33788	A 09281		
				T 0939	1	10VKZ06 MIL LIGHT ON
				T 0939	2	10VKZ DRIVEABILITY

REFUSED RECOMMENDED SERVICE:

*01VKZ030 30000 MILE SERVICE WILL COMPLETE AT NEXT VISIT

13	88457	01/22/2006	33269	A 09281		
				T 9445	1	01VKZ030 30000 MILE SERVI
				T 9445	2	10VKZ06 MIL LIGHT ON

[REDACTED]
Trenton, NJ [REDACTED]Maha Nofal
Volkswagen Regional Coordinator
Volkswagen of AmericaName
Title
Department
Phone
Fax
EmailRE: 2000 Volkswagen Passat
Case: 070151650
VIN: WWWMA23B2YE [REDACTED]

May 9, 2007 Date

Dear [REDACTED]

Volkswagen of America, Inc.
Customer CARE
3499 West Hamlin Rd.
Rochester Hills, MI 48309
Phone +1 800 822 8987
www.vw.com

Thank you for taking the time to speak with us, here is our offer in writing as per your request.

As promised, this letter serves as our formal offer of financial assistance towards the trade-in of your current vehicle and the purchase/lease of any new Volkswagen product. We will provide \$550 towards the transaction as stated above. This amount should be considered as part or all of the down payment. When you'd like to redeem this offer, simply present this letter to your local Volkswagen dealer; your dealer and we will take care of the rest.

This offer is made in the interest of goodwill only, is valid through any authorized Volkswagen dealership. It is not an admission of liability or nonconformity under state law by Volkswagen. The offer is valid through July 30th, 2007 on any New Model Volkswagen.

We value you as a customer, and we do hope this offer demonstrates our commitment to keep you a happy and satisfied customer. If we may ever be of assistance in the future, we can be reached through our Customer CARE Center at (800) 822-8987.

Sincerely,

Maha Nofal
Regional Coordinator
Volkswagen of America

Millings, Bernadette <NHTSA>

From: Noe, Helen <NHTSA>
Sent: Wednesday, August 29, 2007 12:19 PM
To: Millings, Bernadette <NHTSA>
Subject: FW: Letter from Rep. Holt (NJ)

Attachments: Scan001.pdf

Our Regional office in White Plains, NY received the attached letter (which was faxed to them). I am forwarding it to you so that your office can log it in and delegate action to whoever it should go to. Would you let me know what office you send it to for action, so that I can let Richard Simon know. Thanks.

From: Simon, Richard <NHTSA>
Sent: Wednesday, August 29, 2007 11:58 AM
To: Peltier, Chuck <NHTSA>; Noe, Helen <NHTSA>
Cc: Louizou, Tom <NHTSA>
Subject: Letter from Rep. Holt (NJ)

Attached is a letter form Rep. Rush Holt on behalf of a constituent, concerning an automotive safety defect. It was faxed to me on Friday (8/24) but since this is my first day back from A/L, I haven't been able to forward this until now.

I believe the protocol is for the executive secretariat to log in the correspondence and delegate action. Can you please pass this on to the appropriate person?

Thanks very much
Richard



Scan001.pdf (969
KB)

Richard F. Simon
Deputy Regional Administrator
NHTSA Region 2
222 Mamaroneck Avenue
White Plains, NY 10605
phone: 914-682-6162
fax: 914-682-6239
email: richard.simon@dot.gov
www.nhtsa.dot.gov

Congressman Rush Holt



12th District, New Jersey

50 Washington Road
West Windsor, New Jersey 08550

Tel: (609) 750-9365

Fax: (609) 750-0618

www.holt.house.gov

CONFIDENTIAL FAX TRANSMISSION

From:

- ☐ CONGRESSMAN RUSH HOLT
- ☐ Matthew Hall
- ☐ Leslie Potter
- ☐ Alison Zayas
- ☐ Lexi Gelperin
- ☐ Nicole Williams

- ☐ Michelle Mulder
- ☒ Steven Hildner
- ☐ Bonnie Waltz
- ☐ Ann Levine
- ☐ Nell Haughton
- ☐ Sherwood Goodenough

☐ _____

Date: _____

Fax: _____

To:

NHTSA -

Message:

Constituent Complaint

Number of pages to follow: _____

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**