



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

1200 New Jersey Avenue SE
Washington, DC 20590

September 21, 2007

The Honorable Rush Holt
Member, U.S. House of Representatives
50 Washington Road
West Windsor, NJ 08550

NVS-216 aae
Ref. # 10202604

Dear Congressman Holt:

Thank you for your correspondence dated August 21 on behalf of your constituent, [REDACTED]. [REDACTED] wrote concerning her model year (MY) 2000 Volkswagen Passat. Your correspondence was received on August 29.

The National Highway Traffic Safety Administration 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. 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.

We appreciate the report you provided on behalf of your constituent. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

A review of our database relative to airbag indicator lights illuminating in MY 2000 Volkswagen Passat vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information [REDACTED] provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.



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Regarding warranty issues on your constituent's vehicle, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways your constituent can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

I hope this information is helpful. If you have any questions, please contact Mr. Ronald L. Medford, Senior Associate Administrator for Vehicle Safety, at (202) 366-1810.

Sincerely yours,

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

Michael W. Harrington
Director of External Affairs

cc: Washington Office