



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

2007 OCT 15 AM 11:11

1200 New Jersey Avenue SE
Washington, DC 20590



Cedarville, MI [REDACTED]

NVS-216 aae
Ref. # 10203755

Dear Mr. [REDACTED]

Thank you for your correspondence dated September 4, 2007, concerning a problem you encountered in your model year (MY) 1995 Volkswagen Passat. The Michigan State Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Your correspondence was received on October 2, 2007.

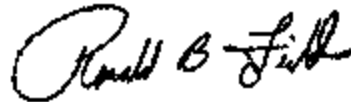
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided and sympathize with you concerning the problems you reported. However, the failure of the air conditioner does not represent a safety defect within the meaning of our statute. You may continue to pursue the matter with the Michigan State Office of the Attorney General or your local Consumer Protection Agency. 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 you 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>.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald B. Fields". The signature is fluid and cursive, with the first name "Ronald" being the most prominent.

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement