



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

2007 OCT -4 PM 2:02

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]
New Fairfield, CT [REDACTED]

NVS-216 aac
Ref. # 10204897

Dear Mr. [REDACTED]

Thank you for your correspondence dated July 23, 2007, concerning your model year (MY) 2003 Volkswagen Passat. The Connecticut Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. It was received on September 25, 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. 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.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to a clogged sun roof drain, thus causing corrosion of the transmission control module harness and general transmission wiring harness problems in MY 2003 Volkswagen Passat vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you 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.

Reimbursement requests do not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or Better Business Bureau regarding your request. We recommend you continue to work with Volkswagen of America.

NHTSA
www.nhtsa.gov

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/ivog>. 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