

CL-10217179-1080

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-210 400 7th Streets
Washington, DC 20590

2008 JAN 30 AM 9:55

[REDACTED]
Mount Laurel, NJ [REDACTED]
January 21, 2008

To Whom It May Concern,

I have enclosed a copy of my letter that was sent to Volkswagen of America outlining a problem that I am having with my headlights. Since I believe this is a safety issue, I feel this should be brought to your attention.

I am also enclosing a copy of their correspondence. As of this date, the problem has not been resolved. I have contacted Mike Macaar, their service manager, who has not followed up with any solutions as of this date. In the meantime, I am driving a car that has headlights that provide poor illumination due to the deterioration of the lenses.

I would appreciate your input on this issue.

Thank you.

Sincerely,

[REDACTED]

N/M
2/30/08
KB

Volkswagen of America
3800 Hamlin Road
Auburn Hills, MI 48326

[REDACTED]

Mount Laurel, NJ [REDACTED]
December 5, 2007

Dear Sir,

I am the original owner of my 2001 VR6 Volkswagen Jetta. My car is maintained by Burlington Volkswagen, Burlington, NJ where I purchased the car for all the scheduled services.

I have noticed for sometime a haze that has formed on the lens of my headlights. I am very concerned and feel this is becoming a safety issue. The illumination of the lights seems to have become darker as a result of this "haze". With winter weather approaching I am most concerned, because it gets darker earlier.

My responsibility to maintain the automobile has been met, but I don't understand what is happening to my headlights. I would appreciate hearing from you on this matter.

Sincerely,

[REDACTED]



Mount Laurel, NJ

Shawn Dunlop
Customer CARE Advocate
Volkswagen Customer CARE
Ext. 43351
www.vw.com

Name
Title
Department
Phone
Fax
E-Mail

RE: 2001 Volkswagen Jetta
Case: 070366746
VIN: 3VWVG29M61M

December 19, 2007 Date

Dear :

Thank you for taking the time to write regarding your headlight haze concerns. I apologize for the inconvenience you have experienced with this concern.

I have contacted the Service Manager, Mike Maccar, at Burlington Volkswagen about your concerns, and he has advised me he has a repair that can be performed on your Jetta to address this issue. He has requested that you call him to set up an appointment to get your headlights diagnosed.

As a member of the Volkswagen family, your questions are important to us. I appreciated the opportunity to assist you with these concerns, and if I may be of further assistance regarding this, or any other matter, please don't hesitate to contact me through our Customer CARE Center at (800) 822-8987. If I am not available, one of my colleagues will be able to assist you.

Sincerely,

Shawn Dunlop

Shawn Dunlop
Volkswagen Customer Advocate

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Rochester Hills, MI 48309
Phone +1 800 822 8987
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