



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

1200 New Jersey Avenue SE
Washington, DC 20590

February 11, 2008

[REDACTED]
Mount Laurel, NJ [REDACTED]

NVS-216 nlm
Ref. # 10217179

Dear [REDACTED]:

Thank you for your correspondence dated January 21, 2008, concerning degraded headlight lenses on your model year (MY) 2001 Volkswagen Jetta. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on January 30, 2008.

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 headlight lens problems in MY 2001 Volkswagen Jetta vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. A brochure explaining the investigation process is enclosed for your information; or you may visit our website at: <http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm>. 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.

We sympathize with you concerning the poor service you reported receiving from Burlington Volkswagen; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the



New Jersey Office of the Attorney General regarding your problem and your rights under the law.

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

Enclosure:

Motor Vehicle Defects and Recall Campaigns brochure