



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 30, 2008

[REDACTED]
[REDACTED]
Suitland, MD [REDACTED]

NVS-216 et
Ref. No. 10232854

Dear [REDACTED]

Thank you for your correspondence dated June 12, 2008, concerning your model year (MY) 2003 Volkswagen Passat. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on June 25, 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. We also monitor the adequacy of manufacturers' recall campaigns. 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. 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.

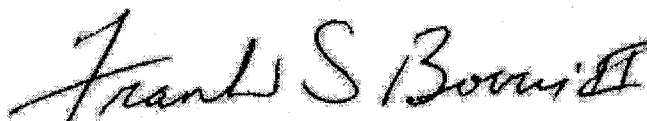
In your letter you mention that the heated seats in your MY 2003 Volkswagen Passat are no longer operable. While we understand your frustration with having non-operable heated seats, this type of this problem is not related to motor vehicle safety within the meaning of our authorizing statute. The agency has no jurisdiction over non-safety defects, warranty, and remuneration matters. If you have not done so, you may consider contacting the Federal Trade Commission (FTC). The 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>.

With regard to the excessive fuel consumption and the odorous fumes you encountered, our database search has identified a safety recall (08V156) that includes the MY 2003 Volkswagen Passat and may be of interest to you. We have enclosed a copy of the recall for your information. Please contact your local Volkswagen dealership for further details and have your make, model, model year, and vehicle identification number available for their information.

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 that reads "Frank S. Borris II". The signature is written in a cursive, flowing style.

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures