



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

November 9, 2009

Mr. George S. Bellas, Esq.
Bellas & Wachowski
Attorneys at Law
15 North Northwest Highway
Park Ridge, IL 60068

NVS-216 et
Ref. No. 10290674

Dear Mr. Bellas:

Thank you for your correspondence dated October 19, 2009, on behalf of your client, [REDACTED], concerning her model year (MY) 1998 Volkswagen Cabrio vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on October 29, 2009.

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 safety defects in their design, construction, or performance. 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 on behalf of your client. Reports from motorists are a very important source of information for us. A review of our database relative to problems associated with front windshield header corrosion in MY 1998 Volkswagen Cabrio vehicles revealed no reports of problems similar to that which [REDACTED] encountered.

Should [REDACTED] encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if she would complete an electronic



Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq> or call the Auto Safety Hotline at 1-888-327-4236. 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 cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation