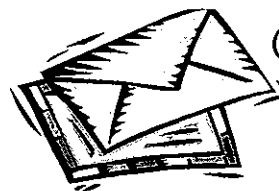


NHTSA ccmMercury Routing Slip



CC-10326614-8311

Printed: 10/20/2010

NHTSA #: ES10-006802	Rec'd Date: 10/20/2010	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 10/1/2010
Delivery: REG	Address To: NOA010	Due Date: 11/18/2010
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM SENATOR BOXER ON BEHALF OF CONSTITUENT [REDACTED] RE COMPLAINT ABOUT HIS 2010 VW JETT TDT (HORN VOLUME)		
Ack Date:	Ack By:	Signed For:
Sign Office: DIR. GOVT. AFFAIRS	Signature: CHAN LIEU	Cleared For:
Cleared Date:	Cleared By:	Closed Date:
File Loc:	XREF File:	
Added By: BMILLINGS x65470	Modified By: BERNADETTE.MILLINGS	
Most Recent Comment:		

Author:

THE HONORABLE BARBARA BOXER SENATOR
UNITED STATES SENATE

WASHINGTON, DC 20510

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	10/20/2010	11/18/2010	
NVS-010	INFORMATION	10/20/2010		10/20/2010
NIA-110	INFORMATION	10/20/2010		10/20/2010

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TAW

United States Senate

HART SENATE OFFICE BUILDING
SUITE 112
WASHINGTON, DC 20510-0505
(202) 224-3553
<http://boxer.senate.gov/contact>

October 1, 2010

Mr. David Strickland
Administrator
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590-0001

Dear Mr. Strickland:

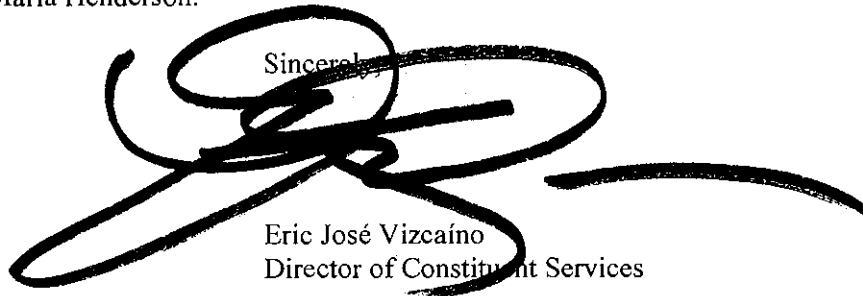
Enclosed, please find a copy of the correspondence Senator Boxer received from [REDACTED] regarding a matter pertaining to the U.S. National Highway Traffic Safety Administration (NHTSA).

[REDACTED] informs the Senator that he filed a complaint with NHTSA regarding his 2010 Volkswagen Jett TDT, but has been unsuccessful in receiving a response. It is his contention that the horn on said vehicle is not the correct volume and may be a safety hazard. As such, [REDACTED] respectfully requests that an investigation be conducted into the aforementioned matter.

I am forwarding the attached for your review and consideration. Any information you can provide in response to the concerns expressed by [REDACTED] will be most appreciated.

Thank you for your assistance in this matter. Please respond to Senator Boxer's San Francisco office, attention: Maria Henderson.

Sincerely,



Eric José Vizcaino
Director of Constituent Services

EJV:mah
Enclosure
cc: [REDACTED]

7

United States Senator Barbara Boxer

PRIVACY ACT CONSENT FORM

The provisions of Public Law 93-579 (Privacy Act of 1974) prohibit the disclosure of information of a personal nature from the files of an individual without their consent.

Accordingly, I authorize the staff of Senator Barbara Boxer to access any and all of my records that relate to the problem stated below.

Signature: _____ Date: _____

9/03/10

To begin processing your case, please complete all of the following information:

Circle One: (Mr) Mrs. Miss Ms. First Name: _____

Last Name: _____

Date of Birth: _____

Social Security Number: _____

Address: _____

City: Ojai

State: CA ZIP: _____

Email: _____

Phone Number: _____

Federal agency with which you need help:

National Highway Traffic Safety Administration

Briefly explain the problem or the information desired* (attach additional pages if necessary):

NHTSA does not seem to be motivated to correct the defect in my vehicle. I have a 2010 VW Jetta TDI Sportwagon. The horn does not work as it ~~is~~ ought to. After pressing the horn, about 1/3 - 1/2 second elapses before it sounds. As a required safety device, the horn should function immediately. That is the purpose of it, to warn others of a hazardous situation. VW Corporate says that the horn is designed with the delay built in, and that they will not remedy it. It's been several months since I asked NHTSA for help. They don't seem to consider the matter worthy of their time/expense. The man I spoke with there said the horn on his own car behaves similarly and that he does not consider that to be a problem. What kind of advocate for safety is that?

*Please include copies of any relevant documentation related to your request as attachments to this

form.

Also include the following information if appropriate.

IMMIGRATION:

Alien Registration#: NA

Form #: _____

Date filed: _____

USCIS Receipt#: _____ Embassy Case #: _____

HOUSING:

Lender Name: _____

Loan Number: _____

Property Address: Same as above

MILITARY:

Branch of Service: NA

Rank: _____

VA File Number: _____

Please list any other Congressional offices that you have contacted about this issue:

None

----- Print and
mail your completed form to Senator Barbara Boxer's San Francisco office at:

Attention: Casework Department
United States Senator Barbara Boxer
1700 Montgomery Street, Suite 240
San Francisco, CA 94111
Fax: 415.434.1802

United States Senate

WASHINGTON, DC 20510-0505

OFFICIAL BUSINESS

Barbara Baker

U.S.S.

Mr. David Strickland
Administrator
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

