

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

December 2, 2010

The Honorable Barbara Boxer  
United States Senator  
1700 Montgomery Street, Suite 240  
San Francisco, CA 94111

NVS-216 mec  
Ref. No. 10326614

Dear Senator Boxer:

Thank you for your correspondence on behalf of your constituent, [REDACTED]. [REDACTED] wrote your office concerning his model year (MY) 2010 Volkswagen Jetta vehicle.

The National Highway Traffic Safety Administration (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 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 appreciate the report you provided on behalf of [REDACTED]. Reports from motorists are an important source of information for us. [REDACTED] indicated that he filed a prior complaint with the U.S. Department of Transportation's Vehicle Safety Hotline, which we located under complaint No. 10326413. Information provided by owners are automatically entered into our complaint database. NHTSA's Office of Defects Investigation reviews and analyzes the data to determine whether an investigation is warranted. If necessary, we will contact the vehicle owner to follow up. Otherwise the information is used to identify safety-related defect trends. We apologize for any confusion this may have caused [REDACTED].

[REDACTED] indicated that after pressing the horn there is delay before the horn sounds. He also stated that he took his vehicle to an authorized Volkswagen dealer and was told the vehicle's horn was functioning normally and that the horn was designed with a delay period. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the horn system in MY 2010 Volkswagen Jetta vehicles.

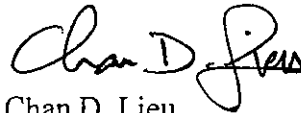
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At this time, there is insufficient evidence to warrant opening a safety defect investigation. A brochure explaining the investigation process is enclosed for [REDACTED] information; or he may visit our web site at: <http://www-odi.nhtsa.dot.gov>.

I hope this information is helpful. If you have any questions, please contact me or Mr. Claude H. Harris, Acting Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,



Chan D. Lieu  
Director, Governmental Affairs,  
Policy and Strategic Planning

Enclosure

cc: Washington Office