



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

June 29, 2011

[REDACTED]
Wilmington, DE [REDACTED]

Dear [REDACTED]

NVS-216 mec
Ref. # 10406369

Thank you for your correspondence concerning your model year (MY) 2008 Volkswagen GTI vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 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. In your correspondence, you indicate that during scheduled maintenance you were informed by a dealer that your MY 2008 Volkswagen GTI vehicle needed a new turbo which will cost you approximately \$2300.00.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to problems associated with the turbo in MY 2008 Volkswagen GTI vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. For your information, we have enclosed a brochure explaining the investigation process which can also be found on our web site at: www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

Clearly, engine component failures and the cost of their replacement is frustrating. While frustrating, the type of turbo problem you described is not related to motor vehicle safety within the meaning of our authorizing statute. In addition, the agency has no jurisdiction on determining the overall life expectancy of your MY 2008 Volkswagen GTI. We recommend you continue to work with the dealer and Volkswagen regarding this matter.

If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Delaware Office of the Attorney General regarding your problem and rights under the State laws. In addition, 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 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,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure