



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

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

November 28, 2012

[REDACTED]  
Eagle Creek, OR [REDACTED]

NVS-216 et  
Ref No. 10481701

Dear [REDACTED]

Thank you for your correspondence concerning your (MY) 2010 Volkswagen Jetta vehicle. The Oregon Department of Justice referred your correspondence to the National Highway Traffic Safety Administration (NHTSA). It was received by the 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. We also monitor the adequacy of manufacturers' recall campaigns; however, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the Global Position System (GPS) in your MY 2010 Volkswagen Jetta malfunctioned. Attempts by your local Volkswagen dealership to repair your GPS failed, and Volkswagen Group of America agreed to pay you \$250.00 as a gesture of goodwill, which you declined. You and the manufacturer did however reach an amicable solution to update your vehicle with the latest navigation software.

While frustrating, GPS failure 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. We recommend that you continue to work with Volkswagen and your dealer to resolve any remaining problems.

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 to 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 [www.complaintassistant.gov](http://www.complaintassistant.gov).

In addition, the Better Business Bureau (BBB) Auto Line offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at, 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.dot.gov/ivoq](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 [www.nhtsa.dot.gov/cars/problems](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  
Enforcement