



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 30, 2012

[REDACTED]
Mentor, OH [REDACTED]

NVS-216 et
Ref. No. 10485506

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2010 Volkswagen Golf vehicle. Your letter 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 safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. 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 trend may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that since purchasing your MY 2010 Volkswagen Golf vehicle, you have encountered five false low tire pressure warning light indications from the tire pressure monitoring system (TPMS). However, service technicians found no evidence of low tire pressure in any tire, and a software update to the TPMS did not correct the problem. You are concerned that another failure may occur when the warranty expires. Therefore, you made a request to Volkswagen to extend the warranty of the TPMS but your request was denied. Since the TPMS falls under Federal Motor Vehicle Safety Standard (FMVSS) 138, you are requesting assistance from NHTSA.

We have reviewed our database and have not identified a safety defect trend with regard to the TPMS, specifically false indications of low tire pressure in MY 2010 Volkswagen Golf vehicles. At this time there is insufficient evidence to warrant a safety defect investigation. We recommend you continue to work with Volkswagen and your dealer to resolve your problem. 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.

Your request to have NHTSA assists you in obtaining an extended warranty for the TPMS or a repair does not fall under our jurisdiction. The problem that you encountered with the TPMS in your vehicle does not automatically make Volkswagen no-compliant with FMVSS 138. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Ohio Office of the Attorney General regarding your problem.

In addition, the Federal Trade Commission (FTC) has jurisdiction over 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.complaintassistance.gov.

You may consider contacting the Better Business Bureau (BBB) Auto Line. The BBB 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 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 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.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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