

[Redacted]  
**White Plains, NY** [Redacted]  
[Redacted] - home phone

August 25, 2016

The Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

SEP 1 - 2016

*\*  
Via  
Certified  
Mail*

CC: Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

USAA - # [Redacted] - auto ins.  
9800 Fredericksburg Road  
San Antonio, TX 78288

*our ins.  
co. for  
VW Eos*

**RE: NHTSA 16V078 - Safety Recall 69M9 - Volkswagen Eos  
#WVWBA7AH8BV [Redacted] - vehicle ID number**

I received an "Important Safety Recall" letter from Volkswagen 4 months ago (April 2016), and despite the recall letter and 3 unsatisfactory calls to Volkswagen nothing has been done to repair the problem with the Takata SDI Driver Frontal Airbag (Safety Recall 69M9) or to offer me a replacement vehicle until the car can be repaired.

We spoke with customer care on 4/27, 7/25, and 8/23 - and all said they would note it in my records but sorry they don't have replacement parts yet - and "so far, no one has died or been injured in a Volkswagen car." As we said to them, are you waiting for someone to be killed or injured before satisfying the claim? And - we said we are very nervous and terrified that the victim will be me or a member of my family. We also called the dealer who sold us the car - Open Road in NYC - and they said "it's all being handled by National Volkswagen."

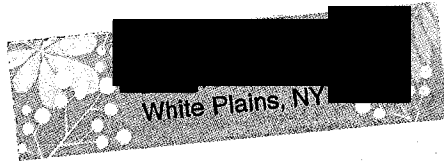
In the letter it says ".....at the present time we do not have replacement parts available. Volkswagen will notify you by another letter as soon as we can perform this recall on your vehicle." And we haven't heard from them since the first and only letter 4 months ago.

Please let me know what recourse I have and what is being done about this frightening situation. My wife, [Redacted] has my permission to speak with you about this.

Sincerely,

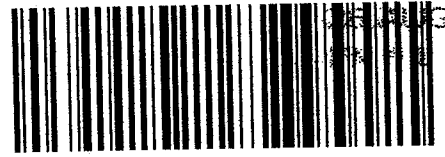
[Redacted Signature]

*NAM  
9/6/16  
SMD*



White Plains, NY

OF THE RETURN ADDRESS, FOLD AT DOTTED LINE  
**CERTIFIED MAIL**



7015 1520 0001 3560 8697

640-304

The Administrator  
National Highway Traffic Safety  
1200 New Jersey Avenue, SE  
Washington, DC 20590

RE: NHTSA  
164078  
Safety Recall 69M9

