



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

June 5, 2018

[REDACTED]

NEF-109 nlm
Ref. No. 11004085

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2015 Volkswagen Jetta TDI. Your correspondence was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Our office received an unprecedented increase in the number of correspondence over the last 12 months. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor 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 appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. You want to register a complaint on your MY 2015 Volkswagen Jetta TDI. You assert that the ignition will not turn off, due to a problem with the tumbler. You were told the problem was so common that there is a parts shortage. You question what happens if the ignition shuts off on its own. You think the ignition problem poses a safety risk and should be recalled.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to ignition switches inadvertently turning off in MY 2015 Volkswagen Jetta TDI vehicles, resulting in a loss of mechanical and electrical power and related vehicle systems. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation or to initiate a recall. NHTSA has received complaints of the ignition switches not

turning off in the subject vehicles. However, a running engine in a parked vehicle does not to pose an unreasonable safety risk as defined in our statute the National Traffic and Motor Vehicle Safety Act. When this condition occurs the driver can simply call for assistance or proceed to a local dealer or service center with no risk of injury. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess

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 www.nhtsa.gov or call the auto safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained on our website.

Sincerely,

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

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