

NHTSA ccmMercury Routing Slip



INFORMATION REDACTED PURSUANT TO THE FREEDOM

Printed: 5/22/2018 OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

CL-11098548-3246

NHTSA #: ES18-001848

XREF #:

Delivery: EML

Rec'd Date: 5/22/2018

Doc Type: CNG

Address To:

Referred By: NAD-200

Doc Date: 5/21/2018

Due Date: 6/20/2018

S10 #:

DOT/I #:

RMP #:

Subject: LETTER FROM SENATOR FISCHER ON BEHALF OF CONSTITUENT [REDACTED] OF LINCOLN, NEBRASKA REGARDING HIS CONCERNS ABOUT A SAFETY RECALL ON HIS 2012 VW CC

Ack Date:

**Sign Office: DIRECTOR,
GOVERNMENTAL AFFAIRS**

Cleared Date:

File Loc:

Added By: TMAPP x62870

Ack By:

Signature: BRIAN BARNARD

Cleared By:

XREF File:

Modified By: TAMMY.MAPP

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

DEB FISCHER THE HONORABLE
GREATER NEBRASKA DIR. OF CONSTITUENT SER
1110 CIRCLE DRIVE, SUITE F2

SCOTTSBLUFF, NE 69361

Tel: 308-630-2329 Fax: 308-630-2321 E-mail: brandi_mccaslin@fischer.senate.gov

2018 MAY 22 P 12:53

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	5/22/2018	6/20/2018	
NGA-010	SIGN	5/22/2018		

RR
5-23-18
40

EXECUTIVE SECRETARIAT
RECEIVED-UTSA

2018 MAY 22 P 12:39



United States Senator • Nebraska

Deb Fischer

1110 Circle Drive, Suite F2
Scottsbluff, NE 69361
308.630.2329 phone
308.630.2321 fax

To: Federal Motor Carrier Safety Administration

Fax: 1.844.397.9350

From: Brandi McCaslin

Phone: 308.630.2329

Re: Constituent - [REDACTED]

Date: 05/21/18

Pages (including cover page): 3

Attached is a correspondence from [REDACTED] of Lincoln, Nebraska regarding his concerns about a safety recall on his vehicle. Please feel free to send your response directly to me at the email or address listed below. Thank you.

Regards,

A handwritten signature in cursive script that reads "Brandi McCaslin".

Brandi McCaslin

Brandi McCaslin
Greater NE Director of Constituent Services
Office of U.S. Senator Deb Fischer
1110 Circle Drive, Suite F2
Scottsbluff, NE 69361
(308) 630-2329 office
(308) 630-2321 fax
brandi_mccaslin@fischer.senate.gov

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ES18-001848



U.S. SENATOR DEB FISCHER CONSTITUENT SERVICES REQUEST FORM

Personal Information

Name: [REDACTED] Date of Birth: [REDACTED]
Address: [REDACTED] City/State/Zip: Lincoln NE [REDACTED]
Phone: [REDACTED] Email: [REDACTED]

Additional Information

Veterans Claim No: _____ Medicare Claim No: _____
Immigration A# or Receipt #: _____

Third Party Proxy Designation (Optional)

If you want another individual to be involved in your case, indicate below. Include Power of Attorney if applicable:

Name: _____ Relationship to Individual: _____
Address: _____ City/State/Zip: _____
Phone: _____ Email: _____

Please briefly state your request for assistance, including any agencies or elected offices you have contacted:

My 2013 VW CC has a defective fuel pump controller. VW has a recall in effect,
but hasn't provided replacement parts since the recall was initiated in August
2017. My pump failed during a drive, and I had to replace it out of pocket. I want
the NHTSA to enforce recalls and I want VW to reimburse me for my repair.

Disclosure Authorization

The Privacy Act of 1974 prohibits the government and private entities under contract to administer government programs from revealing information from the personal files of individuals without the express permission of the person involved. Disclosure of personal records to a United States Senator who is acting on behalf of a constituent is prohibited unless the individual to whom the record pertains consents. I, the undersigned, hereby authorize Senator Deb Fischer and her staff to receive information pertinent to my request for assistance indicated above.

NAME (please print): [REDACTED]
SIGNATURE: [REDACTED]
DATE: 5/19/ [REDACTED]

Return Information:

U.S. Senator Deb Fischer, Attn: Brandi McCaslin
1110 Circle Drive, Suite F2
Scottsbluff, NE 69361

Phone: (308) 630-2329
Fax: (308) 630-2321
Email: Brandi_McCaslin@fischer.senate.gov

2018MAY17PM12:14

May 9, 2018

Senator Fischer

454 Russell Senate Office Building
Washington, DC 20510

Dear Senator Fischer,

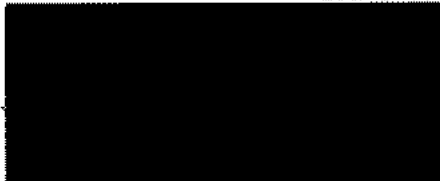
First I wanted to thank you for your service to our country as one of Nebraska's two Senators. Public service is under appreciated in this day and age, and I want to thank you for helping contribute to our country's success.

My letter is concerning an issue that I've become painfully too familiar with: automotive recalls. I own a 2013 VW CC that has had numerous safety recalls in its short life. Most of these have been largely uneventful, but the latest has been much more problematic. VW has informed the NHTSA about a defective fuel pump component (NHTSA Campaign Number 17V509000). When this part fails, the car basically stops in its tracks. As you can imagine, this could be a very unsafe condition.

My pump controller module failed (as described in the recall notification) in March of this year. Despite a recall being in place, I had to pay out of pocket for the repair because VW hasn't developed what they term "remedy parts." Until these remedy parts are available, VW drivers are on their own. Normally I would think this a prudent course of action; why replace defective parts with similarly defective parts? But VW issued the "recall" notification in August of 2017, while being aware of the issue for much longer. So not only is VW failing to address the fundamental safety issues by creating replacement parts, but they're forcing CC owners to incur repair costs while VW hides under the ineffective and toothless recall process.

I'm no expert on how the NHTSA runs recalls, but I think allowing a car manufacturer almost 9 months to fix a very dangerous safety issue is untenable. And pouring salt into the wound by making the car owners pay for replacing this unsafe part in the interim is unfair as well.

If there's anything you or your office can do to assist me in a happy resolution of this, I would be grateful.



Mapp, Tammy (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Tuesday, May 22, 2018 10:18 AM
To: Mapp, Tammy (NHTSA)
Subject: FW: Misdirected Congressional Inquiry
Attachments: 2018_05_22_08_08_41.pdf

Hello Tammy,

Please control this in the system and notify me when done.

Thanks,

Julie Korkor

Office of Executive Correspondence
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
202-366-5470 (office)
julie.korkor@dot.gov (email)



From: Balser, John (NHTSA)
Sent: Tuesday, May 22, 2018 10:04 AM
To: Korkor, Julie (NHTSA) <julie.korkor@dot.gov>
Cc: Sauers, Barbara (NHTSA) <Barbara.Sauers@dot.gov>; Anderle, Jonlee (NHTSA) <jonlee.anderle@dot.gov>; Davis, Cynthia (NHTSA) <Cynthia.Davis@dot.gov>; Jones, Darin (FMCSA) <darin.jones@dot.gov>
Subject: Misdirected Congressional Inquiry

May 22, 2018

Good morning Julie;

The attached congressional fax'd inquiry, (dated 5-21-2018, From US Senator Deb Fischer, NE) was resting in my hard copy mailbox when I reported for duty today.

I have learned it was received by the FMCSA Midwest Service Center (on 05-21-2018), MWSC shares our Office Suite in Region 5.

The FMCSA MWSC services the State of Nebraska which might explain how it ended up in their office.

I investigated and learned the FMCSA MWSC receptionist placed the letter in my mailbox since the content pertains to a NHTSA recall (Campaign 17V509000).

Respectfully,



John E. Balser
Deputy Regional Administrator



Region 5 (IL, IN, MI, MN, OH, WI)

U.S. Department of Transportation

National Highway Traffic Safety Administration

4749 Lincoln Mall Drive - Suite 300B, Matteson, IL 60443

Office: 708-503-8891 x13 • john.balser@dot.gov

"I can not change the direction of the wind, but I can adjust my sails to always reach my destination." Jimmy Dean