NHTSA ccmMercury Routing Slip

S10 Priority

INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Printed: 10/2/2018

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CL-1113870B-4703

NHTSA #: ES18-003617	Rec'd Date: 10/2/2018	Referred By: NAD-200
XREF #:	Doc Type: CGA	Doc Date: 9/27/2018
Delivery: S10 E-MAIL	Address To: DOT/I	**Due Date: 10/24/2018**
S10 #:	DOT/I #: I1-181002-003	RMP #:

Subject: INQUIRY ON BEHALF OF THE CONSTITUENT [redacted] IN REGARDS TO HER VOLKSWAGEN

Ack Date:	Ack By:	
Sign Office: DIRECTOR, GOVERNMENTAL AFFAIRS	Signature: BRIAN BARNARD	Signed For:
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	**Closed Date:**
Added By: CMCNAIR	Modified By: CYNTHIA.L.DAVIS	

Most Recent Comment:

Author:

THE HONORABLE PATRICK TOOMEY
UNITED STATES SENATOR
1150 S. CEDAR CREST BLVD
SUITE 101
ALLENTOWN, PA 18103
Tel: 610 434 1444 Fax: 610 434 1844 *E-mail:* Dennis_Collins@toomey.senate.gov

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	10/2/2018	10/24/2018	

PATRICK J. TOOMEY
PENNSYLVANIA

COMMITTEES:
FINANCE
BANKING, HOUSING, AND URBAN AFFAIRS
BUDGET

United States Senate

WASHINGTON, DC 20510

September 27, 2018

Sean McMaster
Assistant Secretary for Governmental Affairs
US Department of Transportation
1200 New Jersey Ave, SE
Washington, DC 20590

Attention: NHTSA

Dear Mr. McMaster,

I am writing on behalf of my constituent, [redacted] who contacted my office regarding Volkswagen Jetta door latches. [redacted] believes that Volkswagen needs to recall the Jetta due to the door latches not securing properly. I have attached the privacy release form and documentation for your review.

I respectfully ask that you review the attached documentation and provide my office with any recourse available to [redacted]. Please direct your response to my Constituent Advocate, Dennis Collins. Dennis can be reached via e-mail at Dennis_Collins@toomey.senate.gov, by fax at (202)-228-2727, by phone at (610)-434-1444, or through the mailing address 1150 S. Cedar Crest Blvd, Suite 101, Allentown, PA 18103.

Sincerely,

Pat Toomey
United States Senator

11-181002-003

ES18-003617

PATRICK J. TOOMEY
PENNSYLVANIA

COMMITTEES:
FINANCE
BANKING, HOUSING, AND URBAN AFFAIRS
BUDGET

United States Senate

WASHINGTON, DC 20510

Privacy Act Release Form

TO WHOM IT MAY CONCERN,

I am aware that the Privacy Act of 1974 prohibits the release of personal information without my express written consent. I (print your name) [redacted], do hereby give consent for information concerning me to be provided to Senator Pat Toomey and/or his staff. Please provide all relevant information he may require in order to assist me with my inquiry. **Your signature is required.**

Signature: [redacted] Date: 4/11/18

Address: [redacted]

City, State, Zip: Newtown Square PA [redacted]

Email: [redacted] Phone: [redacted] Fax: —

Please specify the federal agency involved in this inquiry: NHTSA

Please provide your social security number: [redacted]

Please provide any other identifying numbers that will help us with our inquiry (Le Alien Registration #, ICE Receipt #, Veterans ID & Branch, DOB): _____

Explain the problem below. Use another sheet if necessary. Attach Copies of any relevant documents.

(1) Copy of original email to Senator Toomey via website sent sometime in February 2018

(2) Copy of repair estimate dated 22 Jan 18.

(3) Youtube video link mentioned in email is: https://www.youtube.com/watch?v=RqmqnK6UXvY

Is another Congressional office assisting you? NO

Are you making this request on behalf of someone else? NO

Please return this completed form and all relevant documents to my Allentown office located at:

1150 S. Cedar Crest Blvd, Suite 101, Allentown PA 18103

Phone 610 434 1444 Fax 202 228 2727

Senator Toomey,

I ask for your help and advice. I have a safety issue with my Volkswagen Jetta. In researching the matter I see that I am not alone. The problem is with the electronic door latch/wiring harness. The doors do not operate properly. Sometimes the doors will not lock or unlock from the outside. More importantly and dangerous, sometimes the doors will not lock or unlock from the inside. Very dangerous. I have contacted Volkswagen about the matter and they act like they have never heard of the problem. Yet I found that there was a class action suit in 2014 (Jemeliah Sade Smith, et al. v. Volkswagen Group of America, Case No. 3:13-cv-00370-MJR-PMF, Court for the Southern District of Illinois). This case only involved 2005/2006 Jettas. I have researched the matter on the NHTSA website and see numerous -NUMEROUS- complaints about this issue on different model years. I spoke to a representative at NHTSA and asked what was being done about this matter and I was told "not all matters are addressed". I pushed for an answer as to how DO matters get addressed and the rep advised me to issue a complaint. There is a video on YouTube addressing the matter. A VW technician talks about "failed VW parts" and that the VW Jetta door latch is "the most common failing part across the brand". This technician also says that the problem is "not specific to the Jetta" and is "specific to basically the entire fleet of Volkswagens". On top of everything else, the cost of repair for the issue is estimated around $500-$600 per door. Obviously, I will have the vehicle repaired because it is a dangerous situation for my family, but I feel Volkswagen should be held accountable for these defects. I'll never forget growing up when my brother's friend died in an automobile fire because he could not open the door from the inside of the car.

What can be done about this?

Thank you for your time.

Sincerely,

[redacted]

[redacted]

INVOICE

Fred Beans
Everything Automotive

2

Volkswagen
315 West Lancaster Avenue · Devon, PA 19333
Phone: (610) 254-8000 · Fax: (610) 687-0407
www.fredbeans.com

[redacted]
NEWTOWN SQUARE, PA [redacted]
HOME: [redacted] CONT:
BUS: CELL: [redacted]

PAGE 3

SERVICE ADVISOR: 2755 MARC FREILICH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	10	VOLKSWAGEN JETTA	3VWRA7AJ2AM[redacted]		65747/65748	T4167

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 IS 12MAR10 DD			17:00 22JAN18			CASH	22JAN18

R.O. OPENED	READY	OPTIONS:
07:24 22JAN18	14:54 22JAN18	DLR:496406 ENG:2.0_Liter_P.I._Turbo

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
H**	Alignment, Four Wheel						
	FS02		Alignment, Four Wheel				
			3¢0CMASS		129.95	129.95	

PARTS: 0.00 LABOR: 129.95 OTHER: 0.00 TOTAL LINE H: 129.95

65747 PERFORMED 4 WHEEL ALIGNMENT TO OEM SPECIFICATIONS

****

EST: 824.70 22JAN18 10:24 SA: 2755

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 14.99

**********THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED**********

DESCRIPTION: BY32 Door Lock Actuator, Front Replace
REASON DENIED: DEC Customer declined
PERSON CONTACTED: [redacted]
COMMENTS: None
RECOMMENDED BY: 2755 FREILICH DENIAL ADDED BY: 2755 FREILICH
LINE ASSOCIATED: ESTIMATE: 460.95

DESCRIPTION: BY04 Door Lock Actuator, Rear Replace
REASON DENIED: DEC Customer declined
PERSON CONTACTED: [redacted]
COMMENTS: None
RECOMMENDED BY: 2755 FREILICH DENIAL ADDED BY: 2755 FREILICH
LINE ASSOCIATED: ESTIMATE: 436.95

858.23

YOUR STATE INSPECTION EXPIRES _____

TIRES + — BRAKES + — ANTIFREEZE PROTECTION

YOUR VEHICLE IS PARKED IN SPOT # _____ ✓

I1-181002-003

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	602.53
PARTS AMOUNT	255.70
LESS DISCOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	14.99
TOTAL CHARGES	873.22
LESS	0.00
SALES TAX	52.39
PLEASE PAY THIS AMOUNT	925.61

Office of the Secretary of Transportation
Governmental Affairs

Control number:	I1-181002-003	**Action office:**	NHTSA
Document date:	9/27/2018	**Due date:**	10/31/2018
Author(s):	Patrick J. Toomey		
Subject:	Inquiry on behalf of the constitute [redacted] in regards to her Volkswagen. The constitute believes VW need to issue a recall on Jetta's due to the door latches not securing properly.		
Action:	Direct Reply		

Comments:

Date	Action	Action by
10/2/2018	Folder Sent for Draft to Action Office: NHTSA for 'Direct Reply'.	TOIYRIAH.TURNER
10/2/2018	Updated Folder Information.	TOIYRIAH.TURNER
10/2/2018	Work Folder Assigned to NHTSA.	TOIYRIAH.TURNER
10/2/2018	Incoming File Uploaded.	TOIYRIAH.TURNER
10/2/2018	Control Number Created.	TOIYRIAH.TURNER

Date	Note	Note by