



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue, SE  
Washington, DC 20590

October 22, 2018

The Honorable Patrick J. Toomey  
United States Senator  
1150 South Cedar Crest Boulevard, Suite 101  
Allentown, PA 18103

NEF-109 rrr  
Ref. No. 11138708

Dear Senator Toomey:

Thank you for your correspondence on behalf of your constituent, [REDACTED] concerning her model year (MY) 2010 Volkswagen Jetta vehicle. I am pleased to respond.

The National Highway Traffic Safety Administration (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 completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We could not locate a previous report from [REDACTED] regarding her vehicle problem. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. The information from your constituent's report was entered into our complaint database and reviewed by our staff to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information. Contacts initiated by our agency to obtain additional information also do not automatically open a formal investigation.

NHTSA is very concerned about potential safety risks posed by failing door latches, particularly where a defect results in a door that appears to latch when it is not (false latching) or when door lock defects prevent occupants from exiting a vehicle. The agency's Office of Defects Investigation (ODI) is monitoring all available data concerning power door locks failing—through remote or manual operation, internally and externally—in MY 2010 Jettas and similar Volkswagen vehicles. While we continue to monitor this issue, no unreasonable risk to safety has been identified and no investigation has been opened nor determinations reached at this time. If [REDACTED] requires immediate assistance, we recommend that she continue to contact Volkswagen or her local dealer.

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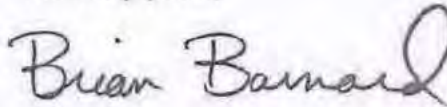
The Honorable Patrick J. Toomey

██████████ may consider contacting her local Consumer Protection Agency or the Pennsylvania Office of the Attorney General regarding her problem and rights under the State laws. She may also ask her dealership for a meeting with a Volkswagen district manager regarding her problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, 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 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

██████████ may also 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. ██████████ can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

I hope this information is helpful. If you have any questions, please contact me at 202-366-2386.

Sincerely yours,



Brian Barnard  
Director, Governmental Affairs,  
Policy and Strategic Planning

cc: The Washington Office