



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

May 14, 2019

[REDACTED]
Sparks, MD [REDACTED]

NEF-109 nlm
Ref. No. 11153809

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2016 Volkswagen Beetle Convertible vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding 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 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 us. We are aware of Volkswagen's emission service action for MY 2013 through MY 2017 Volkswagen Beetles, among other Volkswagen vehicles. Please note that emissions related recalls and service actions fall under the jurisdiction of the Environmental Protection Agency (EPA). You can contact the EPA by visiting their web site at www.epa.gov, by telephone at (202) 272-0167, or by writing to: Environmental Protection Agency, Ariel Rios Building, 1200 Pennsylvania Avenue, N.W., Mail Code 3213A, Washington, DC 20460.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to Tire Pressure Monitor System (TPMS) Antilock Brake System (ABS) and front wheel bearing problems in MY 2016 Volkswagen Beetle vehicles. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation or initiating a recall. 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 https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you continue to work with Volkswagen and your dealer for further assistance.

Your request for a reimbursement does not fall under our jurisdiction. You can ask your dealership for a meeting with a Volkswagen district manager regarding your problem. You should also continue your contacts with the Maryland Office of the Attorney General and Federal Trade Commission (FTC) regarding your problem and rights under the State laws.

You 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. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



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