



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue, SE  
Washington, DC 20590

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

September 13, 2019

[REDACTED]  
Coconut Creek, FL [REDACTED]

NEF-109 ela  
Ref. No. 11175430

Dear [REDACTED]

Thank you for your letter about your model year (MY) 2009 Volkswagen CC Sport Turbo vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigations. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You indicate that you replaced the fuel pump in your MY 2009 Volkswagen CC prior to receiving the notification for NHTSA Safety Recall Campaign No. 17V-509. You paid for the fuel pump replacement and therefore request a reimbursement.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification to NHTSA. We know that Volkswagen reported the safety defect to NHTSA on August 16, 2017. You replaced the fuel pump control module on July 2, 2015, which is over 2 years before Volkswagen's notification to our agency. Therefore, Volkswagen is not required to reimburse you for the repair. However, manufacturers have voluntarily agreed to absorb repair costs, provided a customer can prove the pre-recall repair remedied the defect in question.

We recommend that you continue to work with Volkswagen for an amicable resolution. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf)

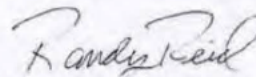
You may consider contacting your local Consumer Protection Agency or the Florida Attorney General's Office regarding your problem and rights under the state laws. You may also ask your dealership for a meeting with a Volkswagen district manager regarding your problem. In addition, the Federal Trade Commission (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).

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](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,



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