



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



October 20, 2020

Ashland, IL

NEF-109 tdg
Ref. No. 11349481

Dear

Thank you for the letter about your model year (MY) 2015 Volkswagen GTI vehicle. The Illinois Attorney General's Office forwarded your letter to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

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 us. You indicate that your MY 2015 Volkswagen GTI is experiencing a check engine light problem. You feel this problem is related to NHTSA Safety Recall Campaign No. 16V-647. As you know this recall addresses a problem with the suction pump inside your vehicle's fuel tank.

Volkswagen reports that your vehicle had Recall 16V-647 completed on April 7, 2017. Please note that Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge, **one time**. Therefore, Volkswagen has met its obligation to complete Recall 16V-647. We understand your frustration; however, we do not have any evidence of reports indicating that Volkswagen's corrective action is inadequate or does not work. Furthermore, NHTSA cannot guarantee that a dealer will successfully perform a recall remedy on your vehicle.

Your information 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.

We encourage you to continue to work with Volkswagen and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Volkswagen district manager regarding your problem. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement

matters, and fair trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. 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.

Finally, 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.

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 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,

A handwritten signature in cursive script that reads "Randy Reid".

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