



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



December 3, 2024

[REDACTED]
[REDACTED]
Hilo, HI [REDACTED]

NEF-109 jm
Ref. No. 11610141

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2016 Volkswagen Golf SportWagen vehicle. The National Highway Traffic Safety Administration (NHTSA) forwarded your letter to the Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We are aware of NHTSA Safety Recall Campaign No. 24V110, which addresses a problem with fuel accumulating in the evaporative emissions (EVAP) system in certain MY 2015 through MY 2017 Volkswagen Golf SportWagen vehicles. The remedy for Recall 24V110 is currently available. We understand your concerns with the expense of shipping your vehicle to the nearest dealer, which is on another island. However, The National Traffic and Motor Vehicle Safety Act gives vehicle manufacturers the right to require that recalls be performed at an authorized repair facility for various reasons (e.g., safe, and adequate facility, insurance, property damage liability, essential tools and equipment, technician training, productivity, etc.). We encourage you to continue to work with Volkswagen to explore the potential for an amicable resolution regarding any special logistics or requirements to complete the recall on your vehicle.

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.

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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc. on our website.

Sincerely,

[REDACTED]

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement