

[REDACTED]
[REDACTED]
Lakewood, Ohio [REDACTED]
[REDACTED]
[REDACTED]

May 2, 2026

National Highway Traffic Safety Administration

Office of Defects Investigation

1200 New Jersey Avenue SE

Washington, DC 20590

RE: Follow-Up Safety Complaint and Formal Request for Defect Investigation

Vehicle: 2025 Volkswagen Jetta SEL | VIN: [REDACTED]

Manufacturer: Volkswagen Group of America, Inc. (VWGoA)

VWGoA Case Number: [REDACTED]

To the Office of Defects Investigation:

I am writing to follow up on a previously filed safety complaint and to formally request a defect investigation under 49 U.S.C. §30162 regarding Volkswagen Group of America's failure to supply rear seatbelt components for my leased 2025 Volkswagen Jetta SEL. Since my initial complaint, the situation has not only remained unresolved — it has been compounded by Volkswagen's formal refusal to offer any settlement, now confirmed in writing.

SUMMARY OF FACTS

My 2025 Volkswagen Jetta SEL (VIN: [REDACTED]) has been out of service since December 5, 2025 — a period now exceeding 150 days — because Volkswagen Group of America has failed to supply replacement rear seatbelts. Rear seatbelts are federally mandated occupant restraint components under Federal Motor Vehicle Safety Standards. Without them, the vehicle cannot be lawfully or safely operated.

I leased this vehicle in July 2025. It entered a body shop on December 5, 2025, and has remained there ever since. I have been without this vehicle longer than I have had it, while continuing to pay full lease payments, insurance premiums, registration, and licensing fees.

DOCUMENTED PARTS EVIDENCE (EXHIBIT A)

I am enclosing a parts order document (Exhibit A) that provides direct evidence of the nature and status of this failure. The document confirms the following:

M

- **Part 17A857805C RAA** — Rear Seat Belt — \$139.25 — sourced from Miracle Auto Body
- **Part 17A857806C RAA** — Rear Seat Belt — \$139.25 — listed as "**Backorder**" in Volkswagen's own system
- Combined parts value: **\$278.50**

This document establishes that the required parts are identified, priced, and tracked within Volkswagen's own supply system. The backorder designation confirms that Volkswagen has documented knowledge of the shortage. This is not an unforeseeable or unknowable delay — it is a traceable supply failure involving federally mandated safety equipment that Volkswagen has failed to resolve for over 150 days.

FEDERAL SAFETY IMPLICATIONS

Rear seatbelts are not optional equipment. They are required under Federal Motor Vehicle Safety Standard No. 209 (Seat Belt Assemblies) and FMVSS No. 210 (Seat Belt Assembly Anchorages). A vehicle cannot be returned to service without them. Volkswagen's prolonged failure to supply these components raises the following concerns for NHTSA's consideration:

1. Whether Volkswagen's inability to supply FMVSS-required components within a reasonable timeframe constitutes a reportable safety defect under 49 U.S.C. §30118
2. Whether this parts shortage affects other 2025 Volkswagen Jetta vehicles and represents a systemic supply failure rather than an isolated incident
3. Whether Volkswagen's Early Warning Reporting obligations under 49 C.F.R. Part 579 have been met with respect to this parts availability issue
4. Whether Volkswagen's conduct in continuing to require full lease payments on an inoperable vehicle lacking federally required safety equipment warrants regulatory attention

MANUFACTURER'S RESPONSE TO DATE

On May 1, 2026, Volkswagen Group of America formally declined to offer any settlement (VWGoA Case # [REDACTED]), directing me instead to BBB AUTO LINE arbitration. This is Volkswagen's only substantive response after 150+ days of loss of use. The following complaints and escalations are now on record:

- **Ohio Attorney General** — Complaint # [REDACTED]
- **BBB AUTO LINE** — Case [REDACTED] (active)
- **Consumer Financial Protection Bureau** — Filed re: continued billing during total loss of use
- **VWGoA (Direct)** — Case [REDACTED] settlement formally declined May 1, 2026

FORMAL REQUEST FOR ACTION

Pursuant to 49 U.S.C. §30162, I hereby formally request that NHTSA:

5. Open a formal safety defect investigation into Volkswagen's failure to supply rear seatbelt components (FMVSS 209/210) for the 2025 Volkswagen Jetta
6. Determine whether this parts shortage is isolated or systemic across the 2025 Jetta model line
7. Evaluate Volkswagen's Early Warning Reporting compliance with respect to this safety component shortage
8. Contact Volkswagen Group of America directly regarding the unresolved safety status of VIN [REDACTED]
9. Provide written confirmation of the status of this request and any investigation opened as a result

This claim is not based solely on technical Lemon Law criteria, but on Volkswagen's failure to repair the vehicle within a reasonable time and the resulting total loss of use. Regardless of parts availability, a delay exceeding five months for a safety-related repair is unreasonable. Volkswagen has had over five months to repair a safety-critical defect and has failed to do so, while continuing to require full payment. Regardless of the reason for delay, that is not a reasonable timeframe for any consumer.

I am prepared to provide any additional documentation required, including my full lease agreement, all payment records, body shop communications, and Volkswagen's written denial. I respectfully request that NHTSA treat this as the federal safety matter it is.

Respectfully submitted,

[REDACTED]
[REDACTED]
Lakewood, Ohio
[REDACTED]

Enclosures:

- Exhibit A: Parts order document confirming backorder status of rear seatbelt components (parts 17A857805C RAA and 17A857806C RAA, total value \$278.50)
- VWGoA denial letter dated May 1, 2026 (Case [REDACTED])
- Ohio AG complaint confirmation [REDACTED]
- BBB AUTO LINE case confirmation [REDACTED]
- Lease agreement and payment records (available upon request)

☐ 331	3CM853666A 041	GRILLE	1	1	0402 WIS	\$66.99	12-Surface 1pm
☐ Comment SPORD EXCITE COLLISION -WESTERVILLE							
☐ 341	3G8853687 2ZZ	NAME PLATE	1	1	0402 WIS	\$63.99	12-Surface 1pm
☐ Comment SPORD GERBER 7 BROADWAY AVE							
☐ 351	3G8853835 2ZZ	MOLDING	1	1	0402 WIS	\$68.99	12-Surface 1pm
☐ Comment SPORD GERBER 7 BROADWAY AVE							
☐ 361	5NA854856B	COVER	1	1	0402 WIS	\$13.89	12-Surface 1pm
☐ Comment SPORD GERBER 5820 SHIER RINGS RD							
☐ 371	5NN854950C GRU	COVER	1	1	0402 WIS	\$292.49	12-Surface 1pm
☐ Comment SPORD GERBER 5820 SHIER RINGS RD							
☐ 381	57N857003D 6PS	DASHBOARD	1	1	0499 TOR	\$644.99	12-Surface 1pm
☐ Comment SPORD CRASH CHAMPIONS CHAGRIN FALLS							
☐ 391	5NN857508AD9B9	HOUSING	1	1	0402 WIS	\$352.49	12-Surface 1pm
☐ Comment SPORD CALIBER-AVON							
☐ 401	17A857805C RAA	SEAT BELT	1	1	0414 FTW	\$139.25	12-Surface 1 pm
☐ Comment SPORD MIRACLE AUTO BODY							
☐ 411	17A857806C RAA	SEAT BELT	1	1	Backorder	\$139.25	12-Surface 1 pm
☐ Comment SPORD MIRACLE AUTO BODY							
☐ 421	57N858416 041	TRIM	1	1	0402 WIS	\$14.29	12-Surface 1pm
☐ Comment SPORD CRASH CHAMPIONS CHAGRIN FALLS							
☐ 431	3CM864237	SOUND ABS	1	1	0402 WIS	\$9.45	12-Surface 1pm
☐ Comment SPORD EXCITE COLLISION -WESTERVILLE							
☐ 441	3CN864725	SOUND ABS	1	1	0402 WIS	\$1.89	12-Surface 1pm
☐ Comment SPORD EXCITE COLLISION -WESTERVILLE							

VOLKSWAGEN

GROUP OF AMERICA

[REDACTED]
Lakewood, Ohio [REDACTED]

Volkswagen Group of America

3800 Hamlin Road

Auburn Hills, MI 48326

Case Number [REDACTED]

VIN [REDACTED]

May 1, 2026

Re: 2025 Volkswagen Jetta

Personal and Confidential

Dear [REDACTED]

This will acknowledge receipt and response to your correspondence regarding your 2025 Volkswagen Jetta. We sincerely apologize for any service-related difficulties you may have experienced with your vehicle.

Each customer situation is evaluated on an individual basis with consideration given to many factors such as service history, the vehicle's age and mileage, compliance with our scheduled maintenance requirements, type of repairs, and applicable state statutes. Taking this information into consideration, Volkswagen Group of America, Inc. ("VWGoA") has determined that the situation does not merit a settlement offer.

Please be assured that VWGoA takes a broad and liberal view when helping owners to be satisfied with their VWGoA driving experience but we are not able to assist in all cases.

VWGoA will continue to work within the terms of any applicable warranties to address any verifiable concerns. If you are still experiencing concerns with the vehicle, please contact an authorized Volkswagen or Audi dealership to schedule a service appointment.

We realize that mutual agreement on some issues may not be possible. As a final step to ensure that your concerns are being fairly considered, we agree to participate in a dispute settlement program administered by the Better Business Bureau (BBB) system.

This is to inform you of the services offered by the Better Business Bureau referred to as BBB AUTO LINE. This information will guide you through the process of contacting the BBB in regard to your claim. The Better Business Bureau system administers BBB AUTO LINE to help automobile manufacturers and individual customers resolve disputes concerning alleged manufacturing defects. This informal, out-of-court settlement mechanism is free to consumers.

BBB AUTO LINE is confined to disputes between consumers and automobile manufacturers involving alleged defects in a vehicle's material or workmanship. It does not handle disputes between consumers and:

- Automobile dealerships
- Automotive repair facilities
- Automobile insurance companies
- Problems other than alleged manufacturing defects can be directed to your local Better Business Bureau

VOLKSWAGEN

GROUP OF AMERICA

If your dealer does not resolve your product concern to your satisfaction you may take advantage of this service with the BBB AUTO LINE. Eligibility is based on age and mileage of the vehicle in question. Since not all states have the same requirements, please check with your local Better Business Bureau (BBB) regarding your claim eligibility.

BBB AUTO LINE works with customers and the manufacturer to try and reach a mutually acceptable resolution of any warranty-related concerns. If the BBB is not able to facilitate a settlement, they will provide an informal hearing before an arbitrator.

The whole process normally takes 40 days or less. For more information about BBB AUTO LINE, including current eligibility standards, please call 1-800-955-5100 or visit www.bbb.org and navigate to the BBB AUTO LINE program page.

The BBB will ask for the following information:

- Your name, address and telephone number
- Vehicle Identification Number (VIN)
- Make and Model of the vehicle
- Deliver date and current mileage
- Nature of the complaint or problem

A single arbitrator will make a decision within 5 days of the hearing. Typically the decision will be made in 40 days or less from the date you filed your claim with the BBB.

You have the right to accept or reject the arbitrator's decision within the time specified by the BBB. If you accept the arbitrator's decision, VWGoA will be required to comply with it within 30 days of receipt of your acceptance. If you decide to reject the arbitrator's decision, VWGoA will not be required to comply with it and you are free to pursue other legal remedies, which may be available to you under state or federal law.

Sincerely,

Consumer Resolution Group

|

Lakewood, OH

CLEVELAND OH 440
4 MAY 2026 PM 2 L



National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE
Washington, DC 20590

20590-