



United States of America
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

Peter Bigelow
AOL
3723 Ryan Drive,
Dexter, MI 48130

SEP 29 2015

Re: FOIA-2015-01510
Volkswagen

Dear Mr. Bigelow:

This is in response to your request dated September 24, 2015 under the Freedom of Information Act seeking access to of consumer complaints concerning Volkswagen. In accordance with the FOIA and agency policy, we have searched our records as of September 24, 2015, the date we received your request in our FOIA office.

The Commission's fee regulations specify that fees less than \$25 will be waived. *See* 16 C.F.R. § 4.8(b)(4). Because the fees associated with the processing of your request did not exceed \$25, we have processed your request free of charge.

We have located the responsive complaints that consumers have made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

I am also denying access to some of the complaints in its entirety due to its foreign source. This information is exempt from release under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), which prohibits release of information that is protected by another statute. Section 21(f) of the FTC Act, 15 U.S.C. § 57b-2(f), limits disclosure of material obtained from a foreign source that has requested confidential treatment as a condition of providing that material.

Also, the comments field has been deleted from the portion of your request that only asked for the number of the complaints received for the last year. This greatly increased our ability to respond to your request in a timely manner because that field is what takes up the most amount of review time.

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response. If you believe

that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Brian Welke at 202-326-2897.

Sincerely,

A handwritten signature in black ink, appearing to read "Dione J. Stearns". The signature is fluid and cursive, with a large initial "D" and a distinct "S" at the end.

Dione J. Stearns
Assistant General Counsel