



Vehicle & Operator Services Agency

From: **Information Access**  
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Our Ref: **F0001411**

Date: 8<sup>th</sup> September 2008

Dear

## **FREEDOM OF INFORMATION ACT 2000**

I refer to your request for information dated 12<sup>th</sup> August 2008, which we have dealt with under the terms of the Freedom of Information Act 2000.

You asked for information relating to Renault Clio bonnet catches. As you may know, Renault has launched a recall for Mark 2 vehicles. This includes the Campus. The bonnet design on Mark 1 Clio vehicles is totally different – they open from the windscreen end, and the design on Mark 3 vehicles is different to that of Mark 2/Campus vehicles. No further testing has been done by the Vehicle and operator Services Agency (VOSA) on the Renault Clio bonnet.

If you have any queries about this letter, please contact me. Please remember to quote the reference number **F0001411** in any future communications.

If you are unhappy with the response provided, you may ask for an internal review. To request an internal review, please write to:

VOSA Corporate Office,  
Berkeley House,  
Croydon Street,  
Bristol,  
BS5 0DA

or email [vosa.corporateoffice@vosa.gsi.gov.uk](mailto:vosa.corporateoffice@vosa.gsi.gov.uk)

giving the reasons for your dissatisfaction. It will help us if you quote the reference number for your case.

If you do not agree with the outcome of the internal review, you may lodge an appeal with the Information Commissioner ([www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)). The Information Commissioner is an independent official appointed by the Crown to oversee the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled. Please note: the Information Commissioner would be unlikely to consider your complaint if you have not first requested an internal review.

You can write to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire  
SK9 5AF

Yours sincerely

VOSA Information Access