



Vehicle & Operator Services Agency

From: **Information Access**
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Our Ref: **F0001492**

Date: 30 September 2008

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your e-mail of 29th September 2008 in which you asked for information relating to the bonnet catches on Renault Clio II vehicles.

In your e-mail you asked how many Renault Clio owners have been contacted. In total, there are circa 565039 vehicles involved. Due to the numbers involved, the mailing of vehicle owners has been done in two phases. The first was in April/May 2007, and the second in July 2008. At the end of August 2008 (most recent report) some 36% of vehicle keepers have presented their vehicle to a dealer for checks of the bonnet catches.

If you have any queries about this letter, please contact me. Please remember to quote the reference number **F0001492** 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

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). 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