



Vehicle & Operator Services Agency

From: **Information Access**
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Our Ref: **F0002056**

Date: 19th August 2009

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your email of 28th July 2009, addressed to our Enquiry Unit. We have dealt with it under the terms of the Freedom of Information Act 2000.

You asked for:

- The number of cases of bonnet catch failure that have been reported to VOSA.
- Statement(s) from Renault claiming that there is/is not a fault with the bonnet catch.
- Statement(s) from VOSA claiming that there is/is not a fault with the bonnet catch.

I can confirm that our records show that VOSA has received a total of two official reports of bonnet catch failure for the Renault Clio Mark II. That is, VOSA holds a total of two defect reports on this matter.

To clarify, where VOSA is alerted to a new issue by a member of the public, that individual is invited to complete the necessary paperwork to make a formal report of the issue. Based on these, VOSA can then take the most appropriate course of action. Where VOSA is aware of an issue and has conducted an investigation, further reports from the public of the same issue are not recorded. These would only be recorded if they offered fresh evidence that would warrant further investigation.

In the case of the Renault Clio Mark II, VOSA investigated the bonnet catch based on two official reports. Subsequent to the conclusion of this investigation, it is estimated by our Vehicle Safety Branch that VOSA has been made aware of approximately 120 incidents. However, this estimate is not supported by any records.

One of the fundamental purposes of VOSA's Vehicle Safety Branch is to establish, in collaboration with the manufacturer, the existence or otherwise of a design or construction defect in an automotive product, such as would render the product unsafe.

In respect of the Renault Clio Mark II, VOSA has tested the bonnet catch mechanism of vehicles manufactured between 1998 and 2004. It was established at an early stage of the investigation that there is no design or construction defect. The reported difficulty occurs by lack of maintenance or when incorrect closing procedures are adopted. VOSA's findings are consistent with those of Renault.

You may be interested to know that Renault ran a customer satisfaction action. VOSA is aware that Renault undertook mailings to 500,000 known keepers of the Renault Clio Mark II in early summer 2007, advising them to contact their local dealer for a free inspection of the bonnet catch mechanism. Renault also issued an amendment to the service instructions and handbook in respect of this area of maintenance.

A copy of the report compiled by VOSA's Vehicle Safety Branch during their investigation of this issue has been attached for your information.

If you have any queries about this letter, please contact us, quoting reference **F0002056**.

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 faithfully

VOSA Information Access