

November 11, 2004

U.S. Department of Transportation
400 7th St., S.W.
Room 5319
ATTN: ODI
Washington DC 20590

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OFFICE OF
DEFECTS INVESTIGATION

To Whom It May Concern:

I am writing this letter as a formal complaint against Volkswagen of America. I own a 2002 Passat that has approximately 31,000 miles and is still under warranty. The VIN number on this car is: WVWPD63B02P. This car has had numerous problems that have been repaired by the local dealer. On November 3, 2004, a much more serious and very dangerous problem occurred that could have killed me or others. I am attaching a letter that I sent to Grd Klauss, CEO of Volkswagen on November 9, 2004, detailing the complaint.

As you can see from the letter, I have been told by the local dealer, Wray Automotive, and Volkswagen Customer Assistance that this problem cannot occur with this car. According to the local dealership, nothing showed up on the control panel when plugged up to the machine, so they did not go any further in attempting to diagnose the problem. Volkswagen thus far has shown no interest in attempting to diagnose this problem or respond to me in a helpful way.

After the accident, I searched your website and found at least three other similar complaints. The malfunction that happened with this car is extremely dangerous and I do not want to drive the car again, especially if no one seems to care whether or not the problem is diagnosed and fixed.

I urge you to investigate this matter because someone could eventually be critically injured or killed. As noted above, in reviewing other claims on the website, it seems as though Volkswagen does not care to address this or other issues.

Thank you for your assistance in this matter.

Sincerely,

VIN: WVWPD63B02P

Columbia, SC
Home:

1 attachment

Amari
11/24/04

November 9, 2004

Grd Klauss, CEO
Volkswagon of America
Volkswagon Corporate Hdqs.
3499 West Hamlin Rd.
Rochester Hills, Michigan 48309

Dear Mr. Klauss:

I am writing this letter to express my great dismay and frustration with Volkswagon. I own a 2002 Passat that was purchased on March 2, 2002 and currently has approximately 31,000 miles and under warranty.

I have had numerous problems with this vehicle:

- On March 5, 2002, the MLP light came on – the local dealer returned the car to me on March 6, 2002, after correcting the problem.
- On March 11, 2002, the MLP light came on again – the car was returned to me on March 15, 2002 after correcting the problem.
- On October 18, 2002, the radio did not work – the dealer rebooted the radio and it worked until December 23, 2002.
- On January 13, 2003, a new radio was installed.
- On July 14, 2003, I found water standing in the car on the back right side under and behind front seat. Car was returned to me on July 18, 2002, after dealer stated that the air pollen filter was clogged and the air pollen filter was cracked from the factory. They replaced the filter and the carpet on the back passenger side – car returned to me on July 18, 2003.
- On June 7, 2004, the back door locks refused to open – could not open either back door from inside or out. Dealer corrected this problem and returned the car to me on June 8, 2004.
- On October 13, 2004, the MLP light came on yet again – dealer installed a new vacuum hose.

On November 3, 2004, a much more serious and very dangerous situation occurred. I was in an overflow lot (grassy field) of a crowded busy parking lot behind a State Agency around lunch time. I pulled out of the overflow lot and was just beginning to turn left to exit the parking lot – this was full of cars and people walking. Just as I was beginning the turn, I heard a bumping noise that seemed to come from under the car – sounded like something either switched on or off. I was driving about 5 mph. After the bumping noise, the engine revved, the car lurched forward and accelerated to a rapid speed. It seemed that the accelerator pedal jammed to the floor. I began pumping the brakes and had no response – the brakes felt “hard”. I was blessed that about 15 yards straight ahead was the grassy field – so I steered in that direction to miss hitting cars or people. There

was a curb where the pavement stopped and the field started. I hit this curb doing well over 50 mph. while I continued to pump the brakes. The car finally stopped approximately 20 - 30 yards into the field. I had 4 flat tires with the wheel rims bent. The front bumper came off and I do not know if there is damage to the axle or front end since I don't know if the dealer even checked this out.

I had the car towed to Wray Automotive in Columbia, SC. I purchased the car from Wray and they have done all of the service work on the car. When I got to Wray with the tow truck, the assistant service technician was not helpful. The first response from him was that I needed to call my insurance company, that Volkswagen was not responsible. I attempted to tell him what happened and he seemed to have his mind somewhere else. I also asked him if he had seen other Volkswagens with this problem -- he stated "no" and that this could not happen with this car.

I was also in contact with Volkswagen Customer Assistance during this time and they called Wray to pass on my complaint. On November 4, 2004, Mr. Hal Walker, Service Manager at Wray Automotive called to let me know that they had looked at the car and the control panels did not show any problem, so he could not say "yea or nay" if the car malfunctioned. The car, in fact, did malfunction and based on their attitude when I brought the car in, I wonder if they really tried to diagnose the problem. I told him that I would never feel safe driving this car and I wanted Volkswagen to fix the problem. I relayed this information to Volkswagen Customer Assistance and was told that the case would be referred to a safety engineer and then Volkswagen would let me know their position by Friday, November 5, 2004.

At 4:00 PM EST on November 5, 2004, I called Volkswagen Customer Assistance and was told that I needed to refer this to my insurance company. Needless to say, I do not agree with this decision. This incident could have killed me and others. It would seem that Volkswagen would be very concerned about something this serious. Even if the body work can be repaired, I don't ever want to drive this car again. I am requesting that you review this, and I want Volkswagen to buy this car back from me. This car malfunctioned while under warranty and my insurance should not have to pay. I wonder if you would want your family to drive this car off the lot.

Sincerely,

Columbia, SC

Cc: Hal Wray, Wray Automotive
Trish Patterson, Horace Mann Insurance