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November 22, 2004

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

OFFICE OF DEFECTS
INVESTIGATION

To Whom It May Concern:

On November 12, 2004 I sent the enclosed letter and attachment via U.S. Postal Service certified mail with return receipt. As of this date, November 22, 2004, the U.S. Postal Service has confirmed that this letter has not yet been delivered. I am therefore, sending this complaint again by Federal Express Overnight Service on this date November 22, 2004. Since sending my initial complaint, I have received a letter from Volkswagen of America dated November 9, 2004 and received on November 19, 2004 of which I am enclosing a copy. I am also enclosing the additional correspondence I sent to Gerd Klaus, Volkswagen of America, and Wray Automotive both dated November 22, 2004.

I would appreciate if you could send a letter confirming receipt of my complaint. Your investigation into this matter would be greatly appreciated.

Sincerely,

Columbia, S.C.

Margaret
12/2/04

November 11, 2004

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

To Whom It May Concern:

I am writing this letter as a formal complaint against Volkswagon 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: **WVWPD63B02P300263**. 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 Volkswagon 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 Volkswagon 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. Volkswagon 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 Volkswagon 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

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 Volkswagon 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 Volkswagons with this problem – he stated “no” and that this could not happen with this car.

I was also in contact with Volkswagon 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 Volkswagon to fix the problem. I relayed this information to Volkswagon Customer Assistance and was told that the case would be referred to a safety engineer and then Volkswagon would let me know their position by Friday, November 5, 2004.

At 4:00 PM EST on November 5, 2004, I called Volkswagon 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 Volkswagon 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 Volkswagon 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

Volkswagen of America, Inc.

November 9, 2004

040424736



Customer CARE

2499 West Hardin Road

Rochester Hills, MI 48309

www.vw.com

Tel. (800) 822-8987

COLUMBIA SC

RE: 2002 Volkswagen Passat

VIN: WYWPD63B02P300263

Dear

Thank you for contacting Volkswagen regarding your 2002 Volkswagen Passat. As you requested on 11/05/04 during your conversation with our Customer CARE Advocate, we are forwarding you our response in writing.

Volkswagen has reviewed your entire file and vehicle history on this matter. Your concerns are understandable; however, at this time Volkswagen will continue to work under the terms of the remaining warranty. Your vehicle concerns have been documented for internal review and future references. Please continue to work with your insurance company to have the concerns resolved.

Thank you again for the opportunity to respond to your concerns, Ms. Whittle. Should you need any further assistance, please contact our Customer CARE Center at (800) 822-8987.

Sincerely,

A handwritten signature in black ink, appearing to read 'Neda Miladinovich', with a long horizontal flourish extending to the right.

Neda Miladinovich
Southeast Regional Coordinator
Volkswagen of America, Inc.

November 22, 2004

Mr. Gerd Klaus, CEO
Volkswagen of America
Volkswagen Corporate Headquarters
3499 West Hamlin Rd.
Rochester Hills, Michigan 48309

Dear Mr. Klaus:

I received a voice mail message on Friday afternoon, November 19, 2004, from a Sally Elevita (not sure of correct spelling) acknowledging receipt of my letter to you dated November 9, 2004. In this message, she told me that a letter from Neda Miladinovich was in the mail stating that Volkswagen's position is that my insurance company should pursue the concerns. In fact, I requested on November 5, 2004, that customer assistance put in writing Volkswagen's position. The letter that I received from Ms. Miladinovich was dated November 9, 2004 and postmarked November 15, 2004. This was sent out prior to you receiving my certified letter which was signed at your office on November 17, 2004. I wonder if you even read my letter of November 9th and reviewed the file as I requested.

When I requested Volkswagen's position, I also asked for an explanation of how Volkswagen arrived at this position. On November 4, 2004, Christine Rogers, customer assistance, informed me by phone that my concern would be reviewed by the Safety Products Division and I would have a decision from Volkswagen the next day.

I want and expect in writing an explanation of how Volkswagen investigated this serious and potentially life threatening concern and an explanation of why this is not covered under warranty. Since Volkswagen is not taking any responsibility for the malfunction of this car and the body damages that resulted, I want in writing that this car did not malfunction and that this car is safe for me and others to drive. If I do drive this car again, I may not be as lucky next time to tell this story.

I am also sending Wray Automotive a letter requesting a written explanation of what their service technician did to diagnose the problem with this car and that the car is safe to drive.

Again I want in writing from you, who this letter is addressed to, that this car is safe for me to drive. I do not want another voice mail message from customer assistance. I expect a letter from you as soon as possible.

Sincerely,

VIN: WVWPD63B02P

Columbia, S.C.

Cc: Wray Automotive
Bob Miller, Horace Mann Insurance Co.
National Highway Traffic Safety Administration
S. C. Better Business Bureau
S. C. Consumer Affairs

November 22, 2004

Hal Wray
Wray Automotive
655 Broad River Road
Columbia, S.C. 29210

Dear Mr. Wray:

I received a voice mail message from Volkswagen of America on November 19, 2004; informing me that Volkswagen's position on my 2002 Passat was that I needed to let my insurance company pursue the concerns. This was in acknowledgement of my letter to Volkswagen of America dated November 9, 2004. You were copied on this letter and I spoke to Mr. Frank Walker about this on November 12, 2004.

Since Volkswagen of America is unwilling to take any responsibility for the malfunctioning of this car, I have written them requesting that I get an explanation of how they arrived at this decision. I also requested that they put in writing that this car is safe to drive.

I want in writing from you, what your service technician did to diagnose the problem. Since no one in Volkswagen seems to think that this car can malfunction to cause the accelerator to increase rapidly to a high speed and the brakes totally fail, I want in writing from you that this car is safe for me or others to drive.

I bought this car from your dealership and I expect for you to follow-up with Volkswagen on this serious and dangerous complaint to truly inspect this car. Will you buy this car from me and resell it to others? If my insurance company is forced to repair the body work, I expect for you to buy this car so that I don't have to drive it again. I may not be as lucky next time.

I appreciate your help in this matter.

Sincerely,

VIN: WVWPD63B02P

Columbia, S.C.

Cc: Volkswagen of America
Bob Miller, Horace Mann Insurance Company
National Highway Traffic Safety Administration
S.C. Better Business Bureau
S.C. Consumer Affairs