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2005

San Francisco, CA

January 18, 2005

Len Hunt
Vice President, Volkswagen of America
3499 West Hamlin Road
Mail Stop 2 West
Rochester Hills, MI 48309

Re: Vehicle No. WVWND63B63 : 2003 VW Passat SW GL Auto

Dear Mr. Hunt:

I am writing to express my surprise and displeasure with respect to an obvious problem with the braking system on my 2003 Passat for which I have received the attached invoice billing me for new brake pads and rotors. We have owned the car for approximately one year and it has less than 20,000 miles on it. When we purchased the car, we were told that it had a 40,000 mile bumper-to-bumper warranty. Yet, when we brought the car in last week for service, we were told that both the rear pads and rotors had to be replaced and that none were covered by the warranty! Apparently, bumper-to-bumper doesn't actually mean what it says or what your authorized sales agents represent to consumers.

I have owned many cars and currently own a much heavier Jeep Grand Cherokee, which has never required brake pad (let alone rotor) replacement after only 20,000 miles. Accordingly, I am amazed that both the pads and rotors would have to be replaced on a brand new car with less than 20,000 miles on it. When Mark Martinez of Ron Price Motors' service department informed me that the cost would be \$516.82 for work I assumed to be covered by the warranty, I immediately telephoned Volkswagen of America at 1-800-822-8987 and spoke first with a representative by the name of Aaron and subsequently with his supervisor Marchel. Neither could assist other than to say they were very sorry for my problem and to provide me with your name and address.

When I confronted your representative Aaron with the mileage of my car, he agreed that it seemed unusual for brake pads to wear out in such short period of time. In the Edmunds report cited below, the brakes on that Passat did not wear out until nearly 40,000 miles: *"As the VeeDub was showing 39,500 miles on the clock, John decided it was a good time to make an appointment at the local VW dealer to have the 40,000-mile service done. . . . During the inspection portion of the service, everything checked out fine. It was determined that the front brake pads were looking a bit thin (down to 2 millimeters!), so we OK'd a front brake job."* While the Edmunds report goes on to complain about the cost charged by the dealer to do the simple front brake job (a separate matter I will not even address in this letter), the fact that a car-rating company (that undoubtedly drives the cars hard when testing them) did not have to replace brakes until nearly 40,000 miles had been put on the car is a telling fact.

NAR
AAJ
2/1/05

I have spent just ten minutes searching on the Web to see if the brake problem with my Passat is unique and, with just this minimal searching, discovered the following websites (the text of which is appended at the end of this letter) all of which complain (at the very least) about the brakes in the Passat:

- (1) <http://applications.edmunds.com/reviews/longterm/articles/44762/page012.html>
- (2) http://flfl.essortment.com/volkswagen_rmlp.htm
- (3) http://www.carsurvey.org/viewcomments_review_70437.html
- (4) <http://www.automotiveforums.com/t217428.html> and
- (5) http://autos.yahoo.com/newcars/volkswagen_passatsedan_2005/4212/model_user_reviews.html?sort=-mh&modelid=4212&start=1&show=atf&reviewid=2&reviewnum=4&trimid=16271.

Based on the foregoing, it would seem that Volkswagen is not quick to recognize or admit an obvious and dangerous problem with the braking system on the Passat. I am frankly amazed at the lack of accountability and honesty from Volkswagen if for no other reason than it would seem you would want to keep your current customers satisfied so that they will buy your products in the future. In view of the facts and the clear design defect of the braking system on my Passat that caused the brakes to wear out so quickly (as well as the misrepresentations regarding the scope of the warranty), I am requesting a full refund of the \$516.82 charged by Ron Price Motors (invoice attached).

I am also cc'ing on this letter (though not currently filing complaints or seeking relief with) the consumer complaints division of the National Highway Traffic Safety Administration and the local Better Business Bureau. Thanks you in advance for your anticipated cooperation and I look forward to hearing from you expeditiously, but in no event later than January 31, 2005.

Very truly yours,

cc. U.S. Department of Transportation,
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th Street, SW
Washington, DC 20590

Better Business Bureau
Consumer Complaints Division
510 16th Street, Suite 550
Oakland, CA 94612-1584

Hans-Gerd Bode
Head of Product Communications
Letter Box 19710
D-38436 Wolfsburg
Germany

Management Board of Volkswagen AG: (please forward)

Dr. Bernd Pischetsrieder
Francisco Javier Garcia Sanz
Dr. Peter Hartz
Hans Dieter Pötsch
Dr. Folker Weißgerber
Prof. Dr. Martin Winterkorn

Road Tests: Long-Term Test

Long-Term Test: 1999 Volkswagen Passat GLS

September 2001

By editors at Edmunds.com

By Edmunds.com Editors

Date Posted 11-15-2002

As is often the case with our long-term cars, the Passat got passed around from day to day, as the assigned Road Test Editor John DiPietro, was out of town for a week and was in a test car for another. Rather than re extol the virtues of the 1.8-liter turbo four's flat powerband, or the Passat's supple suspension, we shall regale readers with a maintenance and upkeep installment.

As the VeeDub was showing 39,500 miles on the clock, John decided it was a good time to make an appointment with the local VW dealer to have the 40,000-mile service done. He made the call and got an appointment for a few days later.

Taking a look at the owner's manual (seems obvious but we'll recommend it anyway) is always a good idea to see what is *and isn't* listed for the car's service. We saw that the Passat would require the following at this juncture: oil change and filter, tire rotation (if needed), replacement of air filter and spark plugs, and an inspection (and adjustment if applicable) of the timing belt, exhaust system, brakes, drive shaft boots and V-belt. Lastly, the various vital fluids were checked, including coolant, manual transmission oil and power steering fluid.

During the inspection portion of the service, everything checked out fine. It was determined that the front brake pads were looking a bit thin (down to 2 millimeters!), so we OK'd a front brake job. When all was said and done, the bill came to \$341.83, not including tax, of which \$202.39 was for the brake job.

Scrutinizing the bill, we saw that the dealership's technicians had determined that neither air filter replacement (the car has a washable aftermarket filter) nor tire rotation was needed. We also discovered that the spark plugs cost nearly \$9 each and that the brake pads cost an astounding \$135.19! When we last checked, our Passat didn't have the exotic braking system featured on Porsche's new 911 GT2. Seems the car dealers have to make up for all the skinny deals done on the showroom floor somehow. As expected, the service personnel were cheerful and personable (hmmm, I wonder why).

While pulling into his apartment's garage one night, John noticed that the Passat's right headlight was out. Remembering that some time ago a headlight was replaced, he checked to see which one had expired before. At the past monthly updates, he read that the *right* one had been replaced, but checking the service records now he found that it was actually the *left* one that was replaced by the dealer ... at a cost of \$55.

John checked out the newly blown headlight and saw that only the bulb needed to be replaced, as opposed to the whole headlamp assembly. The breakdown for the dealer to replace the first blown light amounted to \$15.34 for the bulb and \$40.16 for the labor.

and \$40 for labor. Before you could say "Holy Rip-off, Batman!" John went to the dealer's parts department the \$15 bulb and, with the assistance of Road Test Coordinator Neil Chirico, replaced it in about 5 minutes, only a Philips screwdriver and a certain amount of dexterity. John was moved to quip, after saving the comf scratch, "Paying the dealer 40 bucks to replace a headlight bulb is like paying a doctor to clip your fingernai (Unless of course you had an ingrown nail, but let's not ruin the analogy, OK?)

Current Odometer: 40,829

Best Fuel Economy: 31.9 mpg

Worst Fuel Economy: 20.3 mpg

Average Fuel Economy (over the life of the vehicle): 25.7 mpg

Body Repair Costs: None

Maintenance Costs: \$139.44 (40,000-mile service); \$202.39 (front brake pad replacement); \$15.34 (right f

Problems: None.

1. 1999 volkswagen passat

2. A detailed explanation of common problems with the 1999 Volkswagen Passat such as brakes, radio, windows, and recalls.

Every new car is a wonderful and beautiful thing. Even though your car is not a lemon it still is going to have troubles over time. This article will discuss three common problems with the 1999 Volkswagen Passat, in particular, the brake system, windshield, Radio, and Recalls.

You probably were not informed before you drove off the lot that the 1999 Volkswagen Passat has very thin rotors that cannot and should not be turned or machined. What does this mean to you? This can mean an additional few hundred dollars each time you take your car in for brake work. It is not uncommon to have to replace the brakes on a 1999 Passat every 30K miles. Replacing your brake pads will run you ~\$50-200 dollars depending on if you do it yourself or have it done by a mechanic. Thus, if you take it in and there is damage to the rotor a complete brake job can run you \$300+ depending on if you do it yourself or have it fixed by a mechanic. Avoiding damage to the rotor can save you hundreds of dollars! Listen for squeaking as a warning sign that your brake pads are getting thin. Scraping or loud crunching noises can be a sign that damage is being done to your rotors. Do not be fooled by mechanics complicated lines. Remember to ask to see the old rotors before you agree to have them replaced to make sure there really is damage. Keep in mind that 30K miles is an estimate, some cars can go to 50K without needing a brake job.

When driving during daylight you may not notice it but as it starts to get darker you may see a hazy film on the inside of the windshield. It has been falsely accused as being "smoke film," and is overlooked by a mechanic because s/he looked at it in mid-day. Most people might buy that, but what if you don't smoke? I've taken three trips to the mechanic to diagnose this nearly blinding haze that only appears at night and when the air conditioning was in the off position. It turns out that the brand new and newly detailed Passat was scrubbed down tenderly with Armor All which was reacting somehow and producing a white haze on the inside of the windshield. Thoroughly cleaning the dash with water with a tad bit of soap to remove the Armor All and cleaning the windows with window cleaner should clear up the problem.

A common flaw with the radio is to have poor or no AM radio reception. Although Volkswagen may want you to blame it on your Jack Ball hanging off the antenna, it is a known problem with the 1999 Volkswagen Passat due to a variety of possible connection problems. I suggest getting this fixed when you take your car in for other maintenance to avoid paying the standard ~\$70.00 fee for looking at the vehicle. If you are getting a new system installed anyway, have the vendor check it out before they put the new deck in to assure that all the connections are good. If your car has a 1 year/24K warranty then this work is most likely covered under the warranty. More specific information can be found at web sites or you can find copies of your technical manuals at your dealership and bookstores.

Recalls happen; they are a common thing! Recalls will normally be shipped from Volkswagen of America, Inc.. One example is a recall from February 2001: Replace Tie Rod ends. The recall statement gives you a lot of information to assist you. One item is a description of the problem,

basically that a seal may not function properly. It also gives a repair schedule that tells you the anticipated time to repair, and that it is covered at a dealership (only guaranteed at a Volkswagen authorized dealer). In addition, it lists information on what you need to do to fulfill this recall and precautions that you should take while driving (prior to maintenance). This repair is in most cases FREE with in a "reasonable time." Take your car in and get it fixed because if this item breaks later you foot the bill for a known defect!

As you can see, even a high quality new car can have its ups and downs. These can be costly if ignored. Avoid damage to your vehicle by taking care of your braking system and participating in recall alerts. The small things (fogging windows and AM radio) are just nuisances but can affect resale value of your vehicle by making it less than excellent condition. Expensive rotors, fogging windows, dead AM radios and occasional recalls are a pain, but definitely a small price to pay for the joy of driving a Volkswagen Passat 4-cylinder 1.8 Turbo or Passat 6-cylinder turbo.

Volkswagen has really, really slipped

What things have gone wrong with the car?

There have been a lot of problems with this car. It's going to be hard to remember all of them, but I'll do my best!

Initially, the coils (the car has one for each cylinder) went bad, meaning the car would not start. Rather than replacing all the coils, the dealership replaced them one at a time, meaning that the problem happened twice before the recall forced them to replace the others.

Next, the trunk stopped opening. I am still not sure why this happened, but the release stopped working and the dealership charged a lot to fix it.

A very loud squeal developed after about 5,000 miles, and the dealership attributed it to 'brake dust' and stated that such noises were normal. I've been driving for 30 years, such noises are not normal. When the noise continued to intensify, we brought it in again (maybe 3,000 miles later) and they replaced the brakes and discs. At 8,000 miles!

The volume on the radio never really worked right: if you turned it down, the sound went off and you would have to turn it off and back on to get sound back. Even then, it wasn't guaranteed to work.

After about a year, the battery randomly went dead. The dealership handled this well, simply giving us a new battery for free.

Recently, the pollen filter seal broke, allowing a lot of water into the car. Also resulting from this, the brake booster and brake lines had water enter them, which caused the brakes to stick on cold mornings. Just yesterday, the brakes starting smoking. All the dealership did initially was replace the front brakes- it was only after repeatedly returning with the problem that they decided to drain the booster and lines, and that solved the problem.

General comments?

First, I'll address the positives of this car:

The engine in this car (the 1.8 liter turbo) was extremely sporty and, combined with the suspension, the car was very fun to drive.

If I could do it over again, I would definitely go with a manual transmission- it's not as much fun having a fast car with an automatic.

The interior of the car was very comfortable, the lighting on the dash and console was very, very cool.

However:

This was by far the most unreliable car I have ever owned. My son's 14-year-old Volvo with 175,000 miles has had to be repaired once since I bought the VW which, in contrast, has had to go in more than ten times.

The dealership was horrible when it came to fixing the car- to replace the brakes, they took four days... and that didn't even solve the problem!

Driving it anywhere away from home is taking a risk. It has had to be towed from our driveway five times because it wouldn't start, and once because the brakes wouldn't work.

I bought a Volkswagen expecting, at the very least, excellent quality and reliability. Instead, everything that can go wrong in a car (besides the engine blowing up) has. It has spent far too much of its life in the shop, burning through my wallet.

(4) <http://www.automotiveforums.com/t217428.html>

View Thread: W8 Brake Problem !

I bought a 2003 W8 and in the 6 months/10,000 Miles that I've had it on the road the Dealer has had to replace 6 rotors !!!

On the first occasion they replaced all 4, and within 3 weeks after that they have had to replace the front 2.

I first noticed the problem (what ever it is) when the brakes started to squeak quite a bit, and after driving the car for no more than 10 miles the heat from the rotors was INTENSE.

The thing is the front passenger side seems to be by far the worst one, then the front driver side followed (pun intended) by the rear rotors, which never get quite so hot.

The heat was enough to start cracks in the 4 original rotors, but not quite that bad in the replacement ones, but having said that they have only been on a few weeks.

The Dealers don't know what's causing this, VW don't seem to care too much, they have in effect told me to carry on driving the car, and they will replace as need be when things go wrong!

I'm none too happy with this attitude, it leaves me driving a \$64,000 Cnd \$15 that is, car, that is giving me anxiety attacks (and I'm not that sort of a guy), but I don't want to think what happens to me and my family if these brakes seize or fail in a more catastrophic way (if part of the rotor fractures, and comes off), what happens to me at Highway speeds and that can be 80mph or up to 75mph in the US?

Would you want to guess the result of something going wrong as you pass an 18 wheeler, or are meeting one coming the opposite way?

I'm not happy with VW, but I have no option but to keep driving a car that I don't any longer feel safe driving!

I would have thought VW would have had a better attitude than this!

I've bought 3 new VW's in the last 2+ years, a Polo, a V6 Passat and now the W8, I can tell you that although other than this, the car is a fine car, but so is a bleedin' Hearse!

Hope that someone will be able to provide me with some feed back or insights on this.

It will be the LAST VW I buy after being treated with such disregard by VW, the Dealer has shown more concern than VW have!

You don't brake with your left foot do you? I'll assume your not leaving your foot on the pedal while driving. Have they checked with the car on a lift to see if the brakes are sticking on after you release the pedal? Make sure they do it with the car running, a problem in the vacuum booster could be the problem, putting slight pressure even when your foot is off the pedal.

Canada Bob

Hi,

Thanks for the comments, I appreciate any feedback I can get on this, driving the car right now is no pleasure at all, and for \$64,000 it's supposed to be.

As far as the left foot thing, no, I don't do that, nor do I ride the brakes, a give away on that would be (I think) equal wear and temps on all 4 rotors? (maybe), anyway I've never had this problem in 30 odd years of driving.

Took the car out today, less than 20 miles, was careful not to use the brakes (almost at all) just to see the result as a buddy of mine had brought a digital (non touch) thermometer thing, we logged the temps and while the back rotors were OK at around 120f, the front rotors were over 400f at one point, and as I say I tried my best not to use the brakes at all.

This situation aint any fun at all, I could smell the hot metal as I was driving, and that's in less than 20 miles. How do I live with this if I have to drive 600 miles in a day, and I am required to do that in the work that I'm in (from time to time).

The car is a great car, but the situation with the brakes is causing me a lot of concern, not that VW see it the same way, they seemingly couldn't care less (about my safety) and all they are prepared to do is replace as needed while the warranty lasts, does that sound like a Responsible Company to you?

As things are now I don't feel comfortable driving the car, if something does wrong it may now be me who loses his life, it could be some completely innocent person, who has no idea I have a car with a brake problem, and I can't have that on my conscience, I respect folks too much for that, pity VW can't think the same way.

This is THE LAST car I'll buy from them, and that's after buying 3 new cars straight, back to back from VW in the last 2+ years.

I'm staggered that my complaints and concerns have simply been responded to by some girl in a call centre type thing, reading me a statement presented to her! What the hell does she know? and what the hell do the report writers know? they didn't even know that I had 6 rotors replaced, told me it was only 2!!! so you might imagine my chagrin at their response.

If this is how VW treat their clients then my advise is STAY AWAY from them, no matter how good the cars (might be), if they can't respond to a brake situation in a better way then what does it take to get respect for their customers?

If the car is the best car in the world, but the brakes seize or fail in some other way, then this is nothing more than an "accident" waiting to kill someone! Right now I don't even want to take it out of the garage.

The next letter to VW will be from a Lawyer, and followed up real soon after that with the Media, maybe that's the only thing they concern themselves about?

Would YOU believe this from VW ??? I'd expect better from Lada or Hyundai !!!

There seems to be good and bad dealers, you tend to hear more about the bad ones. I agree that temp reading is horrible and actually dangerous. If they are getting that hot with little/no use they can actually cause the fluid to boil & you can lose your brakes. DOT 4 fluid boils around 500F. You need to contact VWOA about this dealer's complacency with this situation. Obviously the front brakes are dragging & they need to find the reason before the car is driven any further. I don't know if this is who you've called but try VWOA's customer care @ 1-800-222-8987 (have your VIN available), or email through this link:

<http://www.vw.com/VwSFB/index>

You can also ask the dealer for the factory representative's number. They usually won't give it out, but will have them call you. Keep bringing it back with the same complaint, most US states have a lemon law regarding this, Canada should be similar (info should be in your manual). This gives you tremendous leverage, although can be aggravating, but if your not driving it anyway who cares.

THANKS for your comments, first of all I'd better clarify one point, the Dealership (Hillcrest VW of Halifax, Nova Scotia) are a great outfit, they have done all they (seemingly) can do, it's VW Canada/US that my complaint is with, they designed the car and (at least in my humble opinion) they are the ones responsible for the condition/design/problem with the brakes.

I'm indebted to you for your technical expertise, especially on the boiling point of the brake fluid, I never even gave that a thought, but I will be doing now.

I have also noted the excessive amount of brake pad dust on the front wheels, obviously for some reason or other the brakes are (at least) partially on while I'm driving.

The way things are going I'll just take the car off the road, maybe even return it to the dealer (as considered unsafe to drive) and let them report that to VW Canada/US and follow that up with a legal action against them, for recovery of the cost of the car, and if they can't see the light then hang in for the stress that this situation is causing me.

Once again I value and appreciate your comments, Thanks!

I hear you Bob. I have had my 2002 Passat W8 wagon in the shop for over 2 weeks. The garage had to ship it to another VW garage because they did not have any W8 mechanics on staff. Typical of VW service that I have experienced. Long story short, my W8 crapped out with only 36,000 miles on it. The garage talked about reconditioning engine, then decided to replace the engine with a new W8 engine. I was told the new engine was \$31K, but since I am under warranty it is covered. This is just one of many things I have had go wrong with this car. My solution, I am getting the car back tomorrow (after they tap off all the fluids and take it for a test drive) and headed to TOYOTA for a new 2004 Highlander Limited. I am tired of the whole VW experience - service and what appears to be a less than superior car engineering. What ever happened to "German Engineering." No more VWs for me.

PS: I had the break thing too. They replaced my rotors, but it took over 2 visits to convince them something was wrong at the VW garage. No more VWs

Something has "gone rotten in Denmark" or more precisely Deutschland, 60 years ago my father couldn't stop the German technology with a bazooka, but 60 years later the (of VW) reliability is the pits, and to make it much worse, the attitude of VW America is SHAMEFUL! when they get embarrassed the usual response is to put the phone down on their clients!

Think about it... you'd get a better attitude off Lada or Hyundai than that, and I'm NOT joking, they have a lousy "take it or leave it" attitude, shameful to VW and the worst attitude I've EVER come across from anyone in the US, in fact it's unique, but in the worst possible way.

Do me a favour, in fact do everyone a favour, make sure you talk about this, that's the only thing VW America will care about!

\$64,000 Cnd for a car that no one wants, VW won't take it back, and I ceratinly don't want it, so for the most part it sits in the garage and I use the wifes Mazda 626.

Anyone interested in buying my W8 ??? ANY REASONABLE OFFER WILL BE LOOKED AT...

But like me, buy it and YOUR ON YER OWN!

Sorry to hear you guys have so many problems with your W8s. My 2003 has 23K on it and hasn't given me a days problem. I traded my 2001 GLX V6 5 speed for my 6 speed and wouldn't give it up for the world.... I had a similar problem with my 86 Jetta back in around 1992. The front brakes were smoking after a 10 minute ride. Turned out the port in the master cylinder for the front brakes was restricted causing the front brakes to be constantly applied, they would not release when I released the brake pedal... Sounds suspiciously similar.

Hey Canadian Bob, sounds like you got a problem there, and maybe even a lemon. It can happen with any car, if you just happen to be unlucky... my step-father had a horrendous experience with an Acura, in the shop almost 4 months in 2 years with dozens of problems, despite being purchased new with 34 miles on the odometer. He was one of the few, since Acura's reputation is otherwise stellar...he just got unlucky.

I would say it sounds like you have sticking callipers, or you have a problem with brake pressure due to cylinder failure or fluid failure. Try to get them to check the master cylinder, and don't be afraid to have the brake fluid itself checked and tested (I've known of a guy who had power-steering fluid in his brake reservoir...never assume anything is too stupid for a mechanic to have done). Either way, American law states that if the vehicle is in service 3 documented times for the identical problem and it doesn't get resolved, the car is deemed a lemon and must be repurchased from the client at full reimbursement minus use. You may want to check if Canada's laws are similar.

I am happy that I've had my 2003 W8 wagon now for a little under 2 years, and with over 33,000 miles it has been wonderful. It is my second VW, with my 2000 Passat V6 giving me 3 years and 35,000 trouble free miles. I may have been generally lucky with cars, since I have had cars from Honda, VW, Mitsubishi, Pontiac, and Hyundai all run quite trouble-free in some fairly hard usage. I had one car that ever gave me problems, a 1994 Mitsubishi Montero which I purchased to replace my wonderful 1990 Montero (120,000 perfect miles)...it ate its front rotors every 6 months and the belt loosened twice. Knock on wood, I've had a good run with my cars.

I do recommend you pursue a further inspection of the brake system, as this has not really been a known problem area for W8s. So far, since release the car has had a recall for bad coils in some vehicles, and for a dunk in the front right side from loose steering arm bolts on some vehicles. The owners I talk to haven't complained typically about this brake issue, but they do mention that the brake pads do not last as long as stock Passats (not a big surprise considering the 4-piston front callipers and larger surface rotors plus the heavier engine). The brakes and callipers are not exclusive to the car...they come from the Audi A8 where they've been used for several years before the debut of the W8.

Anyway, good luck, and I hope the problem is either resolved to your confidence, or if not that a lemon law can protect you and get the car repurchased at no cost to you. Certainly noone should have to feel nervous or unsure about driving the car they invested good money in...even if it is only a \$10,000 car...let alone a \$40,000 car.

(5)

http://autos.yahoo.com/newcars/volkswagen_passatsedan_2005/4212/model_user_reviews.html?sort=-mh&modelid=4212&start=1&show=atf&reviewid=2&reviewnum=4&trimid=16271

Unreliable Passat, 2003.

★★★★☆ by Atri Guha from Belleville, NJ 07109. (1/10/05)

3 out of 3 people found this review helpful

	★★
Overall Satisfaction	☆☆
	☆
	★★
Appearance	☆☆
	☆
	★★
Comfort	☆☆
	☆
	★★
Performance	☆☆
	☆
	★★
Value	☆☆
	☆

Pros: Good ride, good acceleration, easy to handle, good fuel economy.

Cons: High maintenance, Poor Fuel pump, shoddy brakes, Soft clutch.

I have a 2003 Passat GLS sedan, and have have faced number of problems with defective rotor, soft clutch, and defective fuel pump.

So far the warranty has covered the repairs, but definitely this car is not reliable.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**