

10111703

02-05-05

ATTN: NHTSA
WASH. DC

2005 FEB 16 AM 4:31

I HAVE SENT YOU THREE DUPLICATE SET
OF DOCUMENTS -

FOR YOUR RECORDS AND REVIEW.

I FEEL VW OF AMERICA IS ASSUMING
FINANCIAL RESPONSIBILITY AND COMPENSATION
OF MY (PAID) COMPLAINT TO YOUR
REC'D NOTICE - ID # 99V24800, MAY '02.

PLEASE CONTACT ME AT ADDRESS
ENCLOSED, OR AT 978-532-1531
SHOULD YOU HAVE CONCERNS. RESPECTFULLY

John
2/17/04

Peabody, MA

10111703

February 5, 2005

Volkswagen of America, Inc.
Attn: Recall Reimbursement- 3F03
3800 Hamlin Road
Auburn Hills, MI 48326
Re: Product Compliance- 3F03

To Whom It May Concern:

I received your letter of denial for reimbursement of repairs I made to defective steering and control mechanisms, as outlined in enclosed (2002) National Highway Transportation Safety Administration advisory and (2004) VW America's service action letter "Product Compliance-3F03", which warn of these serious defects.

As these necessary safety repairs were made in May 2002, I am resubmitting my request for repairs reimbursement, in the amount of: \$1223.48, as promised in your November "Service Action VM" letter (enclosed). Though I am unable to locate requested record of a "40,000 Mile Maintenance", I certainly hope this will not impact your review and decision.

I look forward your prompt response and resolution to my inquiry.

Sincerely,

cc/enclosures:

National Highway Transportation Safety Administration
Executive Office of Consumer Affairs and Business Regulation

Jao

Volkswagen of America, Inc.

January 7, 2005
040454479



Customer CARE
3439 West Hamlin Road
Bloomington Hills, MI 48309
www.vw.com
Tel. (800) 822-8987

PEABODY MA
USA

RE: 1998 Volkswagen Passat
VIN: WWWWMA63B2W

Dear :

We have received your request for reimbursement under the VM - Passat Control Arm Campaign.

Unfortunately, we are unable to process your reimbursement due to the following missing documentation:

- Proof of the 40,000 mile maintenance as outlined in the Maintenance Booklet included in your Passat Owners Manual. A photocopy of this documentation is preferred.

If you do have record of this maintenance, we would appreciate the opportunity to again review your reimbursement request. All correspondence can be sent to:

VOLKSWAGEN OF AMERICA, INC.
Attn: Recall Reimbursement - 3F03
3800 Hamlin Road
Auburn Hills, MI 48326

Thank you for taking the time to contact Volkswagen. If you have any questions please contact us at 1-800-822-8987 or at the address above.

Sincerely,

A handwritten signature in cursive script that reads "Pamela Covey".

Pamela Covey
Volkswagen Customer Advocate

Volkswagen of America, Inc.



3000 Headlin Road
Auburn Hills, MI 48004

November 2004

**Subject: Service Action VM
1998-2000 Model Year Volkswagen Passat Vehicles
Check/Replace Front Suspension Lower Control Arms**

Dear Volkswagen Owner:

We are writing to inform you of a service action on some 1998 – 2000 model year Volkswagen Passat vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has found that in rare cases one or both front suspension lower control arms on affected vehicles can exhibit wear, even though the damage to the rubber boots is not obvious. If the rubber boots of the front suspension lower control arms become damaged, this can lead to premature wear and, in isolated cases, to a failure of one or both front suspension lower control arms, mainly on high-mileage vehicles.

What Will Volkswagen Do?

In order to identify and correct this condition, we will inspect both front suspension lower control arms on your vehicle.

The affected control arm(s) will be replaced free of charge if one or both front suspension control arms are worn or the rubber boots are degraded and you can provide documentation of maintenance completed by an authorized Volkswagen dealer or professional licensed repair facility according to the maintenance schedule for your vehicle.

If one or both front suspension lower control arms are worn and the rubber boots are damaged due to external influence, or if your vehicle has been repaired with non-genuine Volkswagen parts, any necessary repairs will not be covered under this action.

Please note that other suspension components are not covered by this service check.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment so that this check can be performed without delay. This check itself will typically take about one-half hour. However, your dealer may need additional time for the preparation of the check as well as to accommodate the daily workshop schedule.

Volkswagen strongly recommends that you continue to follow the maintenance schedule as prescribed in the Owner's Manual for your vehicle.

2 of 10

Peabody, MA

November 28, 2004

Volkswagen of America
PO Box 217022
Auburn Hills, MI 48321-7022
Re: Product Compliance- 3F03

To Whom It May Concern:

Recently I received your notification letter (Nov. 2004) regarding service action: Product Compliance-3F03, which advised to check for premature boot wear and replace (both sides) of upper and lower control arms and tie rod ends to improve steering control.

As these critical repairs were completed in May 2002, I am requesting reimbursement in the amount of: \$1223.48, which included a necessary front end re-alignment. Please see enclosed estimate with paid receipts from Britton's Northshore Volkswagen (Beverly, MA), the dealer which inspected, diagnosed and performed these critical repairs.

Though I was made aware of potentially dangerous steering control issues in 1998 Model Passats by the National Highway Transportation Safety Administration in May 2002, I appreciate Volkswagen of America's acknowledgment and resolution to this safety issue as well.

As a loyal VW operator for over fifteen years, I wish to thank you in advance for your attention to customer satisfaction and ongoing consumer safety efforts.

Sincerely,

3 of 10



Office of Defects Investigation

Recall Database

Call the Auto Safety Hotline toll free at 1-888-DASH-2-DOT to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: May 1, 2002 09:44:13 AM

NOTE: Click the checkboxes in the first column then **SUBMIT** at the bottom to order more research on these records.

Search for records on

Year: 1998

Make: VOLKSWAGEN

Model: PASSAT



Office of Defects Investigation

Recall Database

Request for Information on

Make: ~~VOLKSWAGEN~~

Model: PASSAT

Year: 1998

Component: STEERING:LINKAGES:ROD:RELAY:CONNECTING

Please note that documents, which are summarized on database searches, may be ordered from NHTSA Technical Information Services. The following link describes [TIS Fees](#).

Please return more information on the following recalls:

Campaign ID: 99V248000 Year: 1998

Make: VOLKSWAGEN Model: PASSAT

Component:

STEERING:LINKAGES:ROD:RELAY:CONNECTING

To send your request to the NHTSA Technical Information Services, please provide us with following information about your self and check

box at the bottom of the screen, then click on the Send Request button below.

Recalls

Check to
order
search.
Submit
below.

NHTSA CAMPAIGN ID Number: 99V248000
Component: STEERING LINKAGES ROD RELAY CONNECTING
Manufacturer: VOLKSWAGEN OF AMERICA, INC

Year:
1998

Make:
VOLKSWAGEN

Model:
PASSAT

Recall Date:
09/28/1999

Type of Report: Vehicle

Potential Number of Units Affected: 51900
Manufactured: 01/1998 - 07/1998

51901

Defect Summary:

VEHICLE DESCRIPTION: PASSENGER VEHICLES. THE TIE RODS OF THE STEERING ASSEMBLY ARE PROTECTED ON EACH SIDE BY A SEAL TO PREVENT MOISTURE AND DUST PARTICLES FROM ENTERING THE SWIVEL BEARING MECHANISM. IT IS POSSIBLE THAT SOME TIE ROD SEALS MAY NOT SEAL PROPERLY.

Consequence Summary:

IF MOISTURE AND/OR DUST PARTICLES ENTER THE SWIVEL BEARING MECHANISM, THE SWIVEL BEARING COULD WEAR OVER TIME DIMINISHING THE STEERING CONTROL OF THE VEHICLE.

Corrective Summary:

DEALERS WILL REPLACE THE TIE RODS.

(4) 1
AMH

SUBMIT

New Search

10 0610

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).