

April 25, 2005

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Volkswagen Customer Relations
3800 Hamlin Road
Auburn Hills, Michigan 48326

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Dear Sir:

I am writing to express my concern about the problem with the rear brake system on my wife's 2000 Super Beetle (VIN#3VWCC21C9YM) and seek reimbursement for the most recent repair expenses that I feel were inappropriate.

By way of background my wife's car needed new rear brake pads and rotors on 6/26/02 due to the pads being seized in the holders. This occurred when the car had only 13,524 miles on it (attached repair invoice) and cost \$353.76. The service manager indicated to me at the time the problem was caused by the inclement weather in Syracuse, which results in salt and sand/road debris restricting the movement of the brake slides. This seemed to be a ridiculous statement, which brings immediately to mind a serious brake design flaw, which jeopardizes the safety of the occupants of the vehicle. Only the brakes on one side were stuck. If the problem was due to sand/road debris why wasn't the brake on the other wheel affected. I've been driving automobiles for over 45 years in cold weather states with lots of snow such as Ohio, Illinois, Pennsylvania, and now New York. In all the automobiles I've owned in my lifetime I've never had a brake problem such as experienced with my wife's Super Beetle. However, I've never owned a VW before. The problem with the brakes not releasing properly is a design defect, as the safe operation of automobile should not be impacted by weather conditions. That is an absurd statement to be made by your service manager.

On 4/14/05 I took my wife's car in to have the brakes checked as she was hearing a grinding noise and the brakes seemed spongy. The car had 29,277 miles on it or only 15,753 more miles since the prior brake repairs. The service manager told us the rear brake sliders on the drivers side were stuck due to build up of sand/road dirt and weren't releasing thus resulting in the brake pads wearing out prematurely. This resulted in the pads and rotors on both rear wheels being replaced again after just 15,723 miles at a cost of \$269.41.

After the first brake repair job my wife was talking to some co-workers about her brake problem and to her surprise another co-worker with the same model year Super Beetle experienced the exact same problem which required the rear brake

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pads and rotors on her car VW needing replacement. I might mention that I wrote to VW after the brake repairs on 6/26/02 and VW reimbursement me for the cost of the brake repairs.

Now that this brake problem has surfaced again I'm very concerned about the safe operation of this vehicle due to what I consider a brake safety design defect that could result in a brake failure and harm to my wife. What am I to expect as far as reliability... replacing the rear brake pads and rotors every 15,000 or so miles. I don't think so. Is my wife putting herself at risk every time she drives her car? She has her trepidation's as do I.

I strongly urge you to contact your product reliability engineers and for them to conduct an investigation into the rear brake problems as I've described in this letter. By way of this letter I am forwarding copies to governmental automobile safety departments to apprise them of what I consider a design defect with the rear braking system on the 2000 Super Beetle which could impact the safety of thousands of drivers and occupants. To some people this could be a matter of life or death if the brakes should fail.

Needless to say I await a timely response before I take further action. I also seek reimbursement of \$ 229.41 for the recent brake repairs.

cc: National Highway Traffic Safety Administration

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