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2005 JUN 29 AM 3:42

June 5, 2005

VW Customer Care Center
3499 West Hamlin Road
Rochester Hills
Michigan 48309

10128041

Concerning the Failure of Passat Stationwagon (WVWYH63B13E216717)

On the afternoon of May 17 I was driving in three lanes of traffic in Eugene, Oregon when the car engine stopped and did not re-start. Helpful people pushed it off the main road and the local VW dealer (Sheppard Motors from whom the car was purchased) was contacted and a tow arranged to their service station. Sheppard Motors arranged for a vehicle rental and the next day diagnosed that the fuel pump had failed and that they had ordered a replacement. The replacement part was not available until May 25, the car was picked up on May 27.

I have two concerns that I would like you to address:

1) the fuel pump is critical for the use of the vehicle and it is very surprising that it should fail after 32247 miles. I am interested in knowing the number of these failures that occur under warranty. ||

2) the time to supply a replacement part is ridiculous. Anyone on vacation would be in a difficult position if the repair of the vehicle depended on the arrival of replacement parts. I am interested in your usual replacement times.

My concerns are serious regarding the safe use of this car and this dangerous experience has completely destroyed my confidence in the vehicle. I would appreciate your response to these matters.

You should know that this is the second Passat that I have owned. The first one was fault free for over 100,000 miles and I had nothing but praise for that vehicle. On the basis of that splendid record the present, unsatisfactory vehicle was purchased.

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cc: NHTSA Headquarters; NHTSA Regional Office; Sheppard Motors.

NHTA
RAC
6/22/05