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August 10, 2005

2005 AUG 19 AM 3:15

Nat'l Hwy. Traffic Safety  
Administration  
Volkswagen of America  
3800 Hamlin Rd.  
Auburn Hills, MI 48328

Re: WV2KB47072H [REDACTED]

To Whom It May Concern:

My husband and I own a 2002 Eurovan which recently came to an abrupt halt while we were driving. The instrument panel and entire electrical system failed. We tried jumping the battery with no luck, and had to be towed. When the VW service department figured out what it was, they said it was the battery. They replaced it and it seems to be running fine. (\$231 later!) However, this situation where our van simply shut off while we were driving was very scary and unsafe. Thank goodness we were not on the freeway, as we were on vacation and happened to be on side streets.

We have had other problems with this van and the battery. We went away for about 8 days last year and when we returned to the van at the airport parking lot, the battery was dead. We did not leave anything on in our van. The battery simply died. We were able to be restart the van after the tow truck jumped our battery. However, the next day the battery was dead again. Our VW dealership replaced the battery under warranty as we had not had the car that long.

Do VW batteries only last a year? Is it common to have a battery just go away and the car to come to a complete stop? I remember Ford recently having to recall cars for a similar situation where the vehicle would just come to a stop for no reason. This is a huge hazard. We own a Vanagon and have never had any serious problems with it. The Eurovan is another story. I will be sending a copy of this letter to the National Highway Transportation Safety Administration. I hope you can figure out what to do about this before it happens again and my family is seriously injured or killed! We have trusted in VW for years but this trust has been sincerely compromised with this situation. For a van with only 51,000 miles on it and all of the VW service having been done at the dealership this should not be happening. Should this have been found at our main service at 45,000 miles?

I hope to hear from you soon as I am a bit reluctant to drive my van.

Sincerely,

[REDACTED]  
[REDACTED]  
Livermore, CA  
[REDACTED]

Heather  
8/22/05