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Los Altos, CA
18 Sep 2005

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NHTSA Headquarters
400 Seventh Street, SW
Washington DC 20590

To the NHTSA:

This is to register a formal complaint regarding faulty window regulators on the Volkswagen (VW) Passat. I own a 1999 Passat VIN WVWPD63B9XE [REDACTED] with approximately 46,000 miles on it. Over the past 17 months, I have spent over \$850 on replacement of two defective window regulators on this vehicle.

I have talked with my local VW Dealership and the VW Customer Advocates as well as writing to the CEO of Volkswagen of America seeking an explanation why VW of America has seen fit to extend the warranty on window regulators for Volkswagen Jettas but not Passats when the same mechanism is used on both models. The only explanation offered by a Customer Advocate was that there might not have been enough failures or complaints from Passat owners to justify a recall of warranty extension. From just a cursory search on the internet, I was able to find messages posted by several other Passat owners who have had to replace their window regulators. I view the position of Volkswagen of America to be unacceptable and discriminatory. Clearly, the decision by VW of America to extend the warranty on the window regulator for VW Jettas is an admission by the company that the part is faulty. Whether it is installed on a Jetta or a Passat would appear to be irrelevant.

Based upon the messages I read on the internet, I believe you may already have a file opened on this type of complaint. If so, please add my letter to that file; if not, please open a file to include this letter.

Yours truly,

[REDACTED]

cc: Volkswagen of America

Edison
9/29/05