

NHTSA Complete Record Information



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NHTSA #: ES05-008103	Rec'd Date: 10/6/2005	Referred By: NEC-110
XREF #:	Doc Type: CNG	Doc Date: 8/28/2005
Delivery: HND	Address To:	Due Date: 10/18/2005
S10 #:	DOTA #:	RMP #:
Subject: LTR FM [REDACTED] (W) CONCERNED THAT THE 2002 VW PASSAT ARE EQUIPPED W/DEFECTIVE REAR BRAKE PADS, REPLY ATTN CECILIA SMITH-ROBERTSON/ MILWAUKEE OFC		
Ack Date: 7/19/2005	Ack By: DONOHUE FOR CLARK/FTC	
Sign Office: EXTERNAL AFFAIRS	Signature: HARRINGTON	Signed For:
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: SHARRIS x62534	Modified By: LOGLESBY	

COMPLETE CONTACT INFO:

10139887

RUSSELL D FEINGOLD
UNITED STATES SENATE

WASHINGTON, DC 20510
Tel: 202-224-5323 Fax: E-mail:

COMPLETE COMMENT INFO:

Comment Details **Comment**

COMPLETE ROUTING INFO:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	10/6/2005	10/18/2005	
	Return Process	10/6/2005		10/6/2005
ODI	REPLY	10/6/2005	10/13/2005	
NVS-010	INFORMATION	10/6/2005		10/6/2005
NOA02	INFORMATION	10/6/2005		10/6/2005
NIA-110	INFORMATION	10/6/2005		10/6/2005
I10	INFORMATION	10/6/2005		10/6/2005
I20	INFORMATION	10/6/2005		10/6/2005

COMPLETE ATTACHMENT INFO:

Description	Added By	Date & Time
8103 UF	SHARRIS	10/6/2005 01:01:06 PM

*One Main
10/9/05*



UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20540

Office of the Secretary

JUL 19 2005

The Honorable Russell Feingold
United States Senate
517 E. Wisconsin Avenue, Room 408
Milwaukee, WI 53202

Re: FTC Ref. No. 6395555

Dear Senator Feingold:

Thank you for your letter on behalf of your constituent, [REDACTED] of Milwaukee, concerning the brakes on his Volkswagen. For your information, the Federal Trade Commission has been directed by Congress to act in the interest of all consumers to prevent deceptive or unfair practices and unfair methods of competition, pursuant to the Federal Trade Commission Act, 15 U.S.C. 41 *et seq.* In determining whether to take enforcement or other action in any particular situation, the Commission may consider a number of factors, including the type of violation alleged; the nature and amount of consumer injury at issue and the number of consumers affected; and the likelihood of preventing future unlawful conduct and securing redress or other relief. I would like to emphasize that letters from consumers like you provide valuable information that is frequently used to develop or support Commission enforcement initiatives.

I appreciate learning of your concerns; however, I should note that the jurisdiction of the Commission under the FTC Act does not extend to the situation described. Therefore, I have taken the liberty of forwarding your letter to the National Highway Traffic Safety Administration for review. Again, thank you for your interest in this matter, and please let me know whenever we can be of service.

Sincerely,

Donald S. Clark

Secretary of the Commission

✓cc: Director, Office of Congressional Affairs
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

RECEIVED
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20540

JUL 19 2005 10:11 AM

EXECUTIVE SECRETARIAT

RUSSELL D. FEINGOLD
WISCONSIN

806 HART SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(301) 224-4323
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rfeingold@senate.gov

Inc - Det

COMMITTEE ON THE JUDICIARY
COMMITTEE ON FOREIGN RELATIONS
COMMITTEE ON THE SUDAN
SPECIAL COMMITTEE ON ASIAN
DEMOCRATIC POLICY COMMITTEE

United States Senate

WASHINGTON, DC 20510-4604

FEDERAL TRADE COMMISSION

05 JUL -7 PM 4:53

CONG. CORRES. BRANCH

6395555

June 28, 2005

Derick Rill
Congressional Liaison
Federal Trade Commission
600 Pennsylvania Avenue NW
Washington, DC 20580-0002

Dear Mr. Rill,

I write on behalf of my constituent, [REDACTED] Milwaukee, Wisconsin. He contacted my office regarding a complaint against Boucher Volkswagen Marketplace located in Franklin, Wisconsin. [REDACTED] states that he purchased a new Volkswagen Passat in June 2002 from this dealership and his brakes began vibrating slightly.

According to [REDACTED] the brakes worsened and he contacted Volkswagen Customer Care, only to find out they weren't covered under the warranty. After several inspections at the dealership he had the rear brake pads replaced. He feels that the brake pads were defective, and is concerned that other 2002 Volkswagen Passat's may have the same problem.

Enclosed is a letter from [REDACTED] along with other documents detailing the problem. Please investigate the complaint and give it your full and fair consideration. Any finding should be directed to Cecilia Smith-Robertson in my Milwaukee office.

Thank you in advance for your assistance in this matter.

Sincerely,


Russell D. Feingold
United States Senator

RDF/car

cc: [REDACTED]

Enclosure

1800 NORTH OGDON
ROOM 100
MILWAUKEE, WI 53002
(414) 224-1300
(414) 224-1216 (TDD)

977 EAST WISCONSIN AVENUE
ROOM 400
MILWAUKEE, WI 53202
(414) 278-7282

401 5TH STREET
ROOM 410
WALLINGFORD, VT 05405
(717) 848-8880

428 STATE STREET
ROOM 238
LA CROSSE, WI 54601
(608) 782-5826

1040 MAIN STREET
SUITE 500, WY 84002
(827) 485-7808

PRINTED ON RECYCLED PAPER

ES05-008103

CSR
209688Z



SENATOR FEINGOLD

2426 West Dennis Avenue, JUNO, WI 53221-4228

MILWAUKEE

June 22, 2005

Russell D. Feingold
United States Senate
517 East Wisconsin Avenue
Room 408
Milwaukee, WI 53202

Dear Senator Feingold,

Thank you for your time in this matter. I purchased a new Volkswagen Passat in June 2002. It has been a good experience in most situations except for one item, my brakes. What started as a slight vibration while braking developed into a harsh shaking while the car was trying to stop? This I consider very dangerous and a possible defect in manufacturing. Under the Volkswagen warranty, this part is not covered. Their response is "It is the way you drive your car. Every brake pad wears out differently depending on the driver". I believe this is a highly hazardous situation. I am writing this letter because I do not know whether it was just my car or other vehicles that are in the same precarious situation.

Enclosed is a copy of a letter I sent to Volkswagen Customer Care, dated June 8, 2005. They did phone me and advised me my complaint was logged in. Brakes are not a warranty item. Volkswagen will contact me if a recall were issued.

Also enclosed are copies of maintenance receipts. This shows tire rotation and brake inspection. The dealership would let me know that the pads were wearing down and the vibration was the result. Final brake pad replacement was at 28,781 miles.

Tire Rotation & Inspection:	dated January 31, 2003	5,365 miles
Tire Rotation & Inspection:	dated December 5, 2003	13,769 miles
Tire Rotation & Inspection:	dated December 28, 2004	24,782 miles
Rear Brake Replacement:	dated May 18, 2005	28,781 miles

One last point, only the last maintenance receipt shows the statement about "customer states vehicle shakes when applying brakes". This is never stated on all the other maintenance receipts that I have, but it was stated on the signed work orders. I do not have copies of these. This is an oversight on my part. I will be asking for these copies in the future.

Thanks again for your time, I do believe this issue is a possible safety hazard to others and is being over looked by Volkswagen and their dealerships.

Sincerely,





2426 West Denis Avenue Milwaukee, WI 53221-4225

June 8, 2006

Volkswagen Customer Care
% Consumer Complaints
3499 West Hamlin Road
Rochester Hills, MI 48309-3240

Ref: 2002 Volkswagen Passat
WVWPD6

Dear Sir:

In June of 2002, I purchased my new Passat from Boucher Volkswagen. Their dealership is in Franklin, Wisconsin. The service advisors at Boucher Volkswagen are superb at their jobs. Both Ben Pechacek and Kevin Niski are excellent to work with, courteous, and very competent in their knowledge of Volkswagen vehicles and customer satisfaction. All maintenance work done is done sufficiently well. My dissatisfaction is not with Boucher Volkswagen or their people.

Boucher Volkswagen has done all the service work for this car. From day one, there was a slight vibration while breaking. This I thought was from the ABS system. Different vehicles act differently while braking. As time went on, this vibration turned into a harsh shaking as this vehicle would try to stop. The problem in question is the rear brake pads. As you know this is not covered under the Volkswagen warranty. My rear brake pads were replaced at 28,788 miles. The braking system works just fine now.

To the point, what Volkswagen had put into this vehicle as rear braking pads are a piece of junk! All vehicle manufactures include a certain amount of obsolescence into vehicle components, but this part I will refer to being defective and very dangerous getting the vehicle to stop. I do hope Volkswagen is not trying to increase their profit margins. I am 57 years old and have had many cars in my lifetime. Having to replace the brake pads with less than 29,000 miles is just not acceptable.

I did go on the internet to review other customer complains about Volkswagen. What a surprise! Unsatisfied owners are telling many sad stories. Volkswagen should be embarrassed...

This is my first Volkswagen. I bought this car because I thought Volkswagen made a better car and has higher standards than U.S. manufacturing. I was wrong! I will have to live with this car until my next vehicle purchase, but you must understand that my Volkswagen customer loyalty has faded completely away. I do not think Volkswagen cares much about customer loyalty by the quality of their manufactured vehicle component parts for new cars.

Regrettably,

