

Administrator, NHTSA
U.S. Dept. of Transportation
400 Seventh St. SW,
Washington, DC, 20590

10145318

2005 NOV 20 PM 1:12

EXECUTIVE SECRETARIAT

Subject: Ignition switch recall for 1996 VW Passat,
NHTSA Code: 02V-256, VW Code: WQ 2005 NOV 23 P 1:39

Dear Administrator,

TRANSPORTATION SAFETY ADMINISTRATION

My daughter owns one of these vehicles. The VIN number is included in the recall. She has had trouble with the switch and it was replaced with a new one on June 30, 2004, at Vincent VW in East Rochester, NY, free of charge. I assumed that they installed a better/safer switch. Now the problem has reoccurred and the switch was replaced again at the same dealer on Oct 12, 2005 at my expense.

It seems that the first new switch they installed was no improvement, since it only lasted a little over a year. I don't believe that I should have been charged for the second switch because the first switch they installed was not a satisfactory fix for this safety problem.

This is not a minor problem. This is a safety issue as the NHTSA and VW have stated in various documents. Before the last switch was installed, I had personal experience with the vehicle when it stalled while entering a busy highway at night. I was half on and half off the road. The car would not restart because the switch would not energize the starting system. Fortunately I was on a slight incline and was able to roll backwards off the highway. I then had to wiggle/play with the switch several times until it finally energized the starting system. This switch is barely a year old. I have called the VW Customer Care Center but they will not reimburse me and seem uninterested in the problem even though it is a safety issue. They told me they would not help because the car is more than 8 years old. The VW and NHTSA recall documents say nothing about exclusion of cars older than 8 years. The unsafe switches they sell are probably not 8 years old.

In Summary: VW has not fixed the problem to my satisfaction. I had to pay for a switch which will probably have problems within a short period of time. Most importantly, my daughter is driving an unsafe car. I would like the NHTSA to review this recall and require VW to permanently fix this safety problem at no cost to me. I think that is the essence of what NHTSA Safety Recalls are about. I would also like to know if there are any other owners that have reported reoccurrences of the problem. I am also sending a copy of this letter to VW.

Sincerely,

Rochester, NY;

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