

Formal
Complaint
Against dealership
Non-Repair
on Electronic
Failure

NUS-120

[REDACTED]
Mahwah NJ
June 17, 2006

NHTSA Headquarters
400 Seventh Street, SW
Washington, DC 20590

10/62606

Dear Sir/Madam:

This Letter is intended as a formal complaint against Volkswagen of America, and their dealership (Joe Heidt of Ramsey NJ) for the failure to intercede in a repair issue for my 2001 Volkswagen Passat.

I sent a FAX to Volkswagen Customer Service last Tuesday, June 13th, asking for assistance in resolving repeated control electronic failures of my 2001 Passat. Customer Service has my FAX detailing the problems and the lack of support of a local Volkswagen dealership. Briefly, two occurrences of the "Check Engine", EPC, and ASR indicators have been variously diagnosed as an Oxygen Sensor, Throttle Position Sensor, and a Throttle Vacuum Solenoid. The second occurrence put the car out of service for two weeks.

At the time, my FAX requested assistance from Customer Service in resolving the problem(s). Although response was timely, customer service offered NO assistance because the car was at an independent repair facility. It was there because the dealer had NOT offered a reasonable repair appointment (10 days minimum), even though the car was essentially undrivable. Also, I have had previous problems with their service department, including the Oxygen Sensor, and a 4-visit diagnostic and repair of a leaking engine compartment oil hose. My mechanic was also told two weeks, when he called for assistance in calibration of the part then believed faulty.

Since this is apparently an electronic control system problem, affecting both anti-slip regulation, and engine acceleration and power (less than 50%), I am concerned that there may be safety issues involved. Since the in-car computer diagnostics have failed to identify the correct offending component, I would like to know what is really wrong and can it be dangerous as with the 2002 occurrences of the ignition coils. I have a degree in electrical engineering, with over 40 years experience in computers and vehicle control systems.

My opinion is that an overly-complex computer control system, with no apparent backup and insufficient self-diagnostic capability, constitutes a disservice to the owners and drivers, and possibly a danger.

After being returned to me yesterday, apparently functioning well with no indicator lights, it again failed (ASR, EPC, and Check Engine) this afternoon.

Should I be concerned?? Is \$1683.88 enough already for no solution?? Do I have any recourse?? Can it be fixed at all??

Respectfully,

[Signature]

[REDACTED]
cc: Frank Witter, CEO Volkswagen of America, Inc.
Consumer Reports
BBB of New Jersey

Ame main
7/14/06

VIN: WVWRH63B419 [REDACTED]

Phone: [REDACTED]

Cell: [REDACTED]

E-mail: [REDACTED]

Monday morning, I am renting a car, and I expect the rental to be paid in full by Volkswagen, until repair can be satisfactorily completed.