

January 24, 2007

107 FEB -2 MI 9: 40

Mr. Matthias Seidl
Chief Operating Officer
Volkswagen Brand
PO Box 214378
Auburn Hills, MI 48321-4378

CL-10181651-5587

Re: Volkswagen Braking Quality Issue

Dear Mr. Seidl:

It was with great interest that I read your recent promotional offer to purchase a new Volkswagen. Your offer arrived on the same day that my wife, due to a total failure of our 2002 Passat's breaking system, drove through the rear of our garage, causing substantial damage to the garage wall. The car has less than 22,000 miles on it and has been faithfully factory scheduled maintained since we bought it.

I had the car towed by AAA to a local garage that specializes in VW's. I would have had it towed to the dealership from which we purchased it (Bernardi Honda/VW in Natick, MA), but they dropped the VW line (I wonder why?).

My garage mechanic ran a series of tests on the Passat and found that Brake Booster Assembly, which he said was supposed to be vacuum-sealed, had 1 quart of water in it. He said that due to the cold night we had (the car was parked outside and the temps. went down to the teens) the assembly froze up, and when my wife started to pull the car into the garage to warm it up, the braking system failed.

I am not an expert on these matters, but I have owned domestic and foreign cars for over 45 years and have never heard of this happening before. Fortunately, my wife was not hurt and the only damage was to the rear wall of our garage. It could have been worse. She could have been involved in a major accident with potential loss of life and property.

Volkswagen has a MAJOR Product defect issue with this brake booster assembly that needs to be addressed. There is no way that water should have collected in the assembly. This is either a poor quality design or a defective part.

Whatever the cause of the problem, I expect that Volkswagen should compensate me for the repair work on my car (see attached repair bill) and the damage to my house.

I am also forwarding a copy of this letter to the U.S. Department of Transportation- National Highway Traffic Safety Administration so they can have a record of the product quality issues at Volkswagen.



I look forward to hearing from you.

[REDACTED]

[REDACTED]

Telephone [REDACTED]

W/ Enclosures

cc:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
400 7th Street, SW
Washington, DC 20590

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
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PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).