

CL-10199181-6886

Mount Juliet, TN
July 29, 2007

2007 AUG -7 AM 7:14

Director
U. S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-211)
400 7th Street SW
Washington, DC 20590

Dear Sir/Madame:

I am referring this issue directly to your office for your review and disposition.

I have a 2001 Volkswagen Beetle that suffered a failure of the hazard warning switch rendering the turn signals inoperative or intermittent. Replacement of the switch remedied the problem. This problem has been identified in other Volkswagen models of the same year, and has been the subject of a recall by Volkswagen, however none was issued for the Beetle.

Despite notifying Volkswagen directly, and posting a complaint on the NHTSA website, I have not been reimbursed by Volkswagen for the costs related to the replacement of the switch. Copies of the documents relating to this complaint are enclosed.

To support my assertion this failed part should be subject to an expansion of the existing recalls for other Volkswagen vehicles, I have retained the failed switch and am making it available to your office for an engineering analysis. Please tell me the address to which I should send this switch.

Thanking you in advance for your assistance, I am

Sincerely yours,

Enclosures

CC: Volkswagen Customer Relations, 3800 Hamlin Road, Auburn Hills, MI 48326

AA
8/7/07
CC

Make : VOLKSWAGEN **Model :** NEW BEETLE **Year :** 2001
Manufacturer : VOLKSWAGEN OF AMERICA, INC
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10196382 **Number of Deaths:** 0
Date of Failure: May 15, 2007
VIN : 3VWCB21C71M...
Component: ELECTRICAL SYSTEM:IGNITION:SWITCH

Summary:

HAZARD WARNING LIGHT SWITCH, P/N 1CO 953 235 FAILED CAUSING TURN SIGNALS TO WORK ERRATICALLY OR NOT AT ALL. REPLACEMENT OF SWITCH WITH P/N 1CO 953 235 B RESTORED PROPER OPERATION. COMMUNICATIONS/LETTER DATED JUNE 25, 2007 WITH SUPPORTING DOCUMENTATION) TO VOLKSWAGEN OF AMERICA SETTING FORTH THIS CONDITION AS AN EXPANSION OF THE CURRENT RECALL OF JETTAS AND GOLF MODELS , RECALL 04V584000) WITH SAME SYMPTONS AND CURE, WITH REQUEST FOR REIMBURSEMENT, HAS BEEN IGNORED. FAILED SWITCH WA SRETAINED, AND WILL BE MADE AVAILABLE TO THIRD PARTIES FOR ENGINEERING ANALYSIS. *AK

[REDACTED]
Mount Juliet, TN [REDACTED]
June 25, 2007

RE: VIN 3VWCB21C7 [REDACTED]

Volkswagen Customer Relations
3800 Hamlin Road
Auburn Hills, MI 48326

Dear Sir/Madame:

I am writing to request reimbursement for the replacement of a hazard warning switch in the subject vehicle subsequent to failure of the component.

The turn signals recently started acting erratically; when the stalk was moved to either side—right or left turns indicated, sometimes the turn signals would not work, and other times, flashed momentarily, or sometimes flashed randomly. (Aside from the dangers to others, the “failure to signal a turn” is a traffic offense in Tennessee.)

I checked the NHTSA website and found a recall for this problem on the same model year in other Volkswagen models (Jetta and Golf: NHTSA campaign number 04V584000 with copy of recalls enclosed), but not the Beetle. I purchased the replacement switch (copy of the receipt enclosed), and installed it myself. The problem has been corrected, and the turn signals operate normally. The switch that was removed was part number 1CO 953 235 (copy of image of the switch enclosed); the replacement switch is 1CO 953 235 B. The “B” suffix indicates a design revision to this part subsequent to the initial release, inferring the design correction for this problem.

The parts technician at the Volkswagen dealership assured me this switch is the same switch used in the other models of Volkswagens subject to the recall. The cause of the failure—higher current loads from the bulbs used and overheating the relay is common to all Volkswagens, since all use the same turn signal bulbs (Sylvania 7506.)

For this reason, I would ask reimbursement in the amount of \$28.02 for the switch, plus tax of \$2.74—a total for parts of \$30.76. Additionally, I am requesting reimbursement for my labor to replace this switch—.5 hour at \$50 per hour, \$25.00, and mileage from my home to the dealership, a total of 75 miles at \$.485/mile, \$36.38.

Please send a check for the total amount of \$92.14 within ten days to the address above. Failure to respond to this letter with settlement shown above in the specified period will be interpreted as a denial of my claim, and resolution through alternative means will be pursued. Communication by voice/phone is unacceptable.

Sincerely yours
[REDACTED]

Enclosures

Golf Recall:

Make : VOLKSWAGEN

Model : GOLF

Year : 2001

Manufacturer : VOLKSWAGEN OF AMERICA, INC

NHTSA CAMPAIGN ID Number : 04V584000

Mfr's Report Date : DEC 13, 2004

Component: EXTERIOR LIGHTING:HAZARD FLASHING WARNING LIGHTS:SWITCH

Potential Number Of Units Affected : 410000

Summary:

ON CERTAIN PASSENGER VEHICLES, THE HAZARD SWITCH AND FLASHER SYSTEM FUNCTION MAY DEGRADE OVER TIME BECAUSE OF DISTORTION AND MATERIAL TRANSFER OF THE CONTACTS OF CERTAIN HAZARD SWITCH RELAYS WHICH OCCURS DUE TO SUBSTANTIALLY INCREASED ELECTRICAL CURRENT LOAD FROM HIGHER WATTAGE TURN SIGNAL BULBS.

Consequence:

THIS MAY RESULT IN INTERMITTENT OR INOPERATIVE TURN SIGNAL AND HAZARD FLASHER FUNCTION.

Remedy:

DEALERS WILL REPLACE THE HAZARD FLASHER SWITCH/RELAY KIT. THE RECALL BEGAN ON MARCH 31, 2005. OWNERS SHOULD CONTACT VOLKSWAGEN AT 1-800-822-8987.

Notes:

VW RECALL NO. VX.

CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

NHTSA Action Number : : RQ03010 NHTSA Recall Campaign Number 04V096000

Make: VOLKSWAGEN

Model: JETTA

Manufacturer : VOLKSWAGEN OF AMERICA, INC

Year : 2001

Component : SERVICE BRAKES, HYDRAULIC:SWITCHES:BRAKE LIGHT EXTERIOR LIGHTING:BRAKE LIGHTS:SWITCH

Date Investigation Opened : December 17, 2003

Date Investigation Closed : March 1, 2004

Summary:

THE NUMBER OF DUPLICATES BETWEEN ODI AND MANUFACTURER FAILURE REPORTS CANNOT BE DETERMINED DUE TO MISSING AND OR INACCURATE INFORMATION. THE INJURY NOTED ABOVE WAS MINOR. ON FEBRUARY 26, 2004, VOLKSWAGEN OF AMERICA, INC. (VW) SUBMITTED A DEFECT NOTIFICATION (PER 49CFR573) TO THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (NHTSA) ADVISING THAT CERTAIN MODEL YEAR (MY) 1999 - 2002 VOLKSWAGEN JETTA VEHICLES MANUFACTURED WITH THE SAME BRAKE LIGHT SWITCH AS RECALLED UNDER 03V-265 (MY 1998-2002 NEW BEETLE) ARE AFFECTED BY A SAFETY DEFECT. SPECIFICALLY, IF THE BRAKE LIGHT SWITCH MALFUNCTIONS, THE BRAKE LIGHTS COULD FAIL TO ILLUMINATE WHEN THE BRAKES ARE APPLIED, OR COULD STAY ILLUMINATED CONTINUALLY EVEN WHEN THE BRAKES ARE NOT APPLIED. EITHER CONDITION RESULTS IN THE INABILITY OF THE BRAKE LIGHTS TO NOTIFY OTHER MOTORISTS OF VEHICLE BRAKING, THUS INCREASING THE RISK OF A REAR END COLLISION AND OCCUPANT INJURY. ACCORDINGLY, VOLKSWAGEN IS RECALLING JETTA VEHICLES MANUFACTURED FROM MAY 1998 TO NOVEMBER 2001 TO INSPECT AND REPLACE FREE OF CHARGE ANY AFFECTED BRAKE LIGHT SWITCHES. THE RECALL PROGRAM, VW CODE "WX," WILL COMMENCE IN APRIL 2004.

NHTSA Action Number: PE04073

NHTSA Recall Campaign Number: 04V584000

Make: VOLKSWAGEN

Model: JETTA

Manufacturer : VOLKSWAGEN OF AMERICA, INC

Year : 2001 Component :

EXTERIOR LIGHTING:TURN SIGNAL:FLASHER UNIT

EXTERIOR LIGHTING:HAZARD FLASHING WARNING LIGHTS

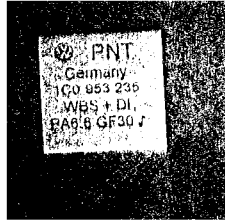
EXTERIOR LIGHTING:HAZARD FLASHING WARNING LIGHTS:SWITCH

Date Investigation Opened : October 19, 2004

Date Investigation Closed : December 16, 2004

Summary:

THIS INVESTIGATION WAS OPENED ON OCTOBER 19, 2004, BASED ON NINE REPORTS ON 2000 THROUGH 2001 JETTA AND GTI VEHICLES ALLEGING THAT THE TURN SIGNALS AND OR HAZARD FLASHERS FAIL TO BLINK, OR FLASH. SOME OF THE COMPLAINANTS REPORTED THAT THE LIGHTS WOULD BLINK ONLY A FEW TIMES AND THEN STOP. SEVERAL OF THE COMPLAINANTS REPORTED THAT HAVING THE HAZARD FLASHER SWITCH REPLACED REPAIRED THEIR VEHICLES. BY LETTER OF DECEMBER 13, 2004, VOLKSWAGEN NOTIFIED THE AGENCY THAT IT WILL CONDUCT A SAFETY RECALL OF 350,000 MODEL YEAR 2000 THROUGH 2002 JETTA, GOLF AND GTI VEHICLES TO REPAIR THE TURN SIGNAL AND HAZARD FLASHER SYSTEM. VW REPORTS 216 OWNER REPORTS, 4 FIELD REPORTS AND 4960 WARRANTY CLAIMS ON THIS POPULATION OF VEHICLES. VOLKSWAGEN DEALERS WILL INST ALL A NEW HAZARD FLASHER SWITCH/RELAY KIT TO REMEDY THE DEFECTIVE VEHICLES. PLEASE SEE SAFETY RECALL 04V584 FOR DETAILS.





SEAT



Audi



1C0-953-235-B-B41

CONMUTADOR

1 PZA

F. de Caducidad:

Assembled in Germany

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