



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1058

Date Received

Repository ☐

Reference No.
10201525

207 DEC 12 2007 27

OWNER INFORMATION (Type or Print)

Name

Address

City

CHICAGO

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize [redacted] the manufacturer of your vehicle?

In the absence of [redacted] your name or address to the vehicle manufacturer.

☒ YES

☐ NO

Signature of Owner

Date 09/22/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

9BWGB61J62

Make

VOLKSWAGEN

Model

GOLF

Model Year

2002

Date Purchased

27 MAY-02

Dealer's Name and Telephone Number

D'ARCY VW

Engine:

No: Cylinders 4

Fuel Type:

Original Owner

☒

Dealer's City

JOULET, IL

State

Zip Code

Transmission Type

MANUAL

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

021210 SUSPENSION:FRONT:SPRINGS:COIL SPRINGS * Left

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01 SEP-2006

8/11/07*

Failure Mileage

26,466*

Failure Speed

25 mph*

Left coil spring Explodes, leaving car compromised and dangerous to drive.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

2002 VOLKSWAGEN GOLF HAS HAD NUMEROUS PROBLEMS. THE MOST RECENT PROBLEM IS THAT THE COIL SPRING BROKE WHILE THE CONSUMER WAS DRIVING CAUSING DAMAGE TO THE STRUT. NOW THE CONSUMER HAS TO PAY TO GET THE VEHICLE FIXED. *KB THE CONSUMER STATED THE PROBLEMS STARTED AFTER THE WARRANTY ENDED. THE BATTERY DIED. 5 DAYS LATER, THE MIL APPEARED AND THE VEHICLE WAS MISFIRING. IN MARCH OF 2007 THE ENGINE LIGHT ILLUMINATED DUE TO A FAULTY COIL. IN APRIL OF 2007 THE BATTERY LIGHT ILLUMINATED DUE TO A FAILED ALTERNATOR. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See ATTACHED letter TO VW HQ.
See ATTACHED copies of bills incurred.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



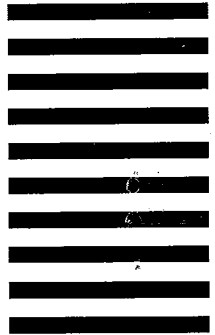
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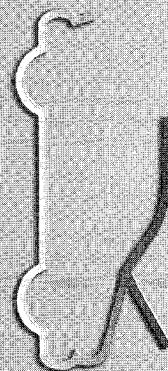
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

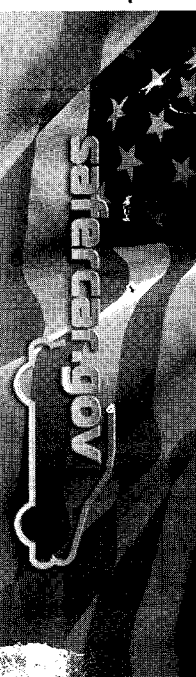
www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



21 September 2007

Volkswagen of America Headquarters
3800 Hamlin Road
Auburn Hills, MI 48326

Regarding: 2002 Golf
Recent problem: Broken left coil spring

To Whom It May Concern,

I own the aforementioned vehicle. I bought it new May/2002. At the time of the above problem it had 26,466 miles. As you can see I drive rarely and strictly for pleasure. My car has had the routine maintenance, per the owner's manual at only one VW dealership (Jennings VW, Glenview, IL).

I'm writing because of the above breakdown, but would like to bring you up to speed sharing as much information as possible so you can better understand my concerns and displeasures.

My vehicle was running fine until, ironically, 4 months AFTER the 4 year warranty expired (May/2006).

--September/2006 my battery died. VW told me I needed a new one. I followed their recommendation.

--5 days later the MIL light appeared on the dashboard and the car was driving extremely rough and lagging (it's a manual 5 speed). I had to turn the ignition off to make a stop as it was too early for the dealership to be opened. I took it in, but could not replicate the situation and they said it was nothing, just a misfire.

I barely drove the car through the winter months.

--March/2007 the ENGINE LIGHT appears on the dash. The dealership tells me I need a coil. Repair done I leave. 20 minutes later the same ENGINE LIGHT REAPPEARS. I DRIVE BACK. Now I'm told because I drove it to find out why the

light came on initially it has mess up the catalytic converter.

--Thankfully, due to other vehicles having catalytic converter issues VW extended the warranty so I did not have to pay. Just wait for the part and make another trip to the dealer and wait hours for installation.

--April//2007 BATTERY LIGHT appears. NOW I'm told I need an alternator.

And now we're up to the current issue:

--August, 11/2007: having gotten off the highway (thankfully) driving about 25 mph on a clear night, out of nowhere I hear a loud BANG. LOUD! I got out and looked at the front of the car, where I thought the noise emanated. Nothing appears wrong visually. Nothing on the road. I drive 2 blocks home. I did not drive it for two days. The noise worried me enough to take it to VW.

--August 14/2007 On the way to dealer it was making noise (front left) when I hit a small bump on the road like a sewer cover, so I decided to drive locally and slowly with flashers on. Half hour into the ride I hear a metal racket and then a part literally drops out of the car.

I finally make it to the dealership. The diagnosis: Left front coil spring is broken and strut is damaged. I also will need 2 strut top bushings and 2 strut top bearings. I will also need a front end alignment when done. [REDACTED] plus tax to fix.

I told the dealership to hold on repairs as I found this breakdown to be unacceptable. And I called you folks the morning of August 15. A customer service rep by the name of Bobby Ramos politely took down my info (Case Reference #70265237) and proceeded to tell me it would take to the end of the business day Friday to call me back, due to the severity of the problem. I never heard from anyone. So I called at 4:30. They still "needed" to talk to the dealer again and would have to call me back Monday. Nothing.

On Tuesday I believe it was, Bobby Ramos called to tell me that they've decided to do NOTHING.

OK, let's forget holding up my car for a week, this is not something that normal wear and tear should result in. So why wouldn't VW stand behind their product and try to figure out A) WHY this happened B) Was it a defective part C) has it occurred on other Golfs or any model VW D) HAS anyone been hurt as a result. (I was told the steering could have gone out at any time!) E) should there be a recall?

How could THIS car, driven the way it is, bust a coil spring under absolutely normal driving conditions in flat Chicago? I've had non-VW cars for as long as 12 years and never experienced anything remotely like this (nor such multiple prior repairs). I've since written to different car sites (click and clack for one) to pose these questions and got answers from drivers with 1 ton pick up trucks who've never had this problem... and they haul things and carry heavy loads.

I have reported this incident to the National Highway Traffic Safety Administration. They are researching it and have asked me to supply more information.

The service manager at the dealership felt strongly enough that this occurrence was unacceptable that he got his boss to agree to split the cost with me. I feel VW headquarters should have shown more concern for their product and my safety and, at the very least, covered the cost of this repair.

I thank you for your time and await to hear from you.

[REDACTED]
[REDACTED]
Chicago, IL [REDACTED]
[REDACTED]

cc: National Highway Traffic Safety Administration

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).