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Office of Defects Investigation

2007 AUG 22 AM 7:147

Complaints

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1-888-327-4236

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1-800-424-9153

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VOQ Information

Completed

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NOTE: Please review your Complaint information and click on "Submit Complaint" button located at the bottom of this page to Submit your complaint to NHTSA.

Consumer Information

Name :

Org. Name :

Address :

City, State, Zip : chicago, IL
USA

Daytime Phone : Ext :

Evening Phone : Fax :

Email :

top

Complaint Information

Description :

Incident Date :	0/0/0	Fire :	No
Num. Failures :		Property Damage :	No
Num. Deaths :		Crash :	No
Num. Injured :		Police Report :	No
Referral Source :	N/A		

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Subject: Complaint

Date: Thursday, August 16, 2007 11:24 AM

From: [REDACTED]

To: [REDACTED]

Conversation: Complaint

background info.

i own a 2002 vw golf. i bought it new may/02. it has 26,466 miles. i drive rarely and only for pleasure. routinely maintained at a vw dealership. all was fine until 4 months AFTER the 4 year warranty expired (may/2006) sept. 2006 my battery died. vw told me i need a new one and MUST buy one of theirs or it could compromise the car's computer. i later found that was completely bogus. 5 days later the MIL light appeared and the car was misfiring. they said it was nothing. march 2007 engine light appeared. needed a coil. that messed up the catalytic converter. they did cover the cost of that (still warranty). april 2007 battery light appeared. needed an alternator.

the reason for this complaint: having gotten off the highway (thankfully) driving about 25 mph on a clear night, i hear a loud BANG . i got out and looked at front of car. nothing. nothing on the road. i drove 2 blocks home. i was worried enough to take it to vw. on the way there it was making noise (front left) when i hit a sewer cover

so i drove locally. half hour into the ride i hear a metal racket and then a part literally drops out of the car. vw dealer's diagnosis: Left front coil spring is broken and strut is damaged. i also need 2 strut top bushings and 2 strut top bearings. will also need front end alignment when done. \$1100 plus tax to fix.

i could have been hurt. i was told if i continued to drive it and it gets worse the steering would have gone out instantly.

how could this car, driven the way it is, bust a coil spring? i've had cars 12 years and never experienced this. was it defective? have there been other reports? is there a recall? should there be a recall? has anyone been hurt?

i feel vw should make this repair as this is not something that normal wear and tear should result in. i thank you for your time and appreciate anything you can tell me about my situation.

