

RICHARD BLUMENTHAL  
ATTORNEY GENERAL



CL-10217188-2733

MacKenzie Hall  
110 Sherman Street  
Hartford, CT 06105-2294

2008 JAN 30 AM 10:47

Office of The Attorney General  
State of Connecticut

November 9, 2007

*ref to NH75A*

[Redacted]  
Southington, CT [Redacted]

**RE: Volkswagen Passat**

Dear [Redacted]:

This is to acknowledge receipt of your correspondence and to thank you for thinking of our Office in connection with this matter.

By copy of this letter, I have taken the liberty of forwarding your correspondence to the U.S. Consumer Protection Safety Commission. I sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by this agency. If you have any questions concerning this matter, please contact the Department of Insurance at (203) 297-3800 to inquire which investigator is handling your case.

Sincerely,

M.G. Alonzo  
Assistant Attorney General

CC:

U.S. Consumer Product Safety Commission  
4330 East West Highway  
Bethesda, MD 20814

ET  
01/30/08  
KB

243449

[REDACTED]  
Southington, CT [REDACTED]  
[REDACTED] (Home)  
[REDACTED] (Bus)

October 9, 2007

Volkswagen of America, Inc  
Customer Service  
3800 Hamlin Road  
Auburn Hills, MI 48326

Re: 2002 Passat

Dear sir or madam:

While listening to my States Attorney General on morning radio recently, I could not help but wonder if a loss we took last year on our 2002 Passat could have been avoided.

During the summer of 2006, we purchased a 2002 Passat from friends who made the original purchase at Crowley in Bristol, CT. In November of 2006, we were away for a week, and left the car parked in our driveway. It was locked with all windows closed. When we returned, we took the car out, heard a sloshing sound, and discovered the floor of the back seat was flooded with water. We were not able to make it to our garage, and had the car towed. The mechanic advised that this problem was inherent with Volkswagen and was caused by a defect in the sunroof design. We immediately contacted Crowley who informed us that the warranty was expired at 50,000 miles, and Volkswagen had since changed the design; the car had only been driven 52,107 miles.

It is my understanding that since this is a design defect, Crowley should have made some effort to extend the warranty and remedy the situation. Rather, they were more than happy to wipe their hands of the matter and leave us to our own devices. We had the car repaired, at a cost of \$1,734.51. We have since done research, including [automotiveforums.com](http://automotiveforums.com), [theautobahn.com](http://theautobahn.com), [vwvortex.com](http://vwvortex.com), and others that are riddled with consumer scenarios involving this problem. Given the facts, we believe that at a minimum, we should receive reimbursement for the repairs. We estimate that we lost almost \$5,000 by driving that vehicle for less than four months.

Please let us know if there is anything else we should provide as you consider this matter.

Sincerely,

[REDACTED]  
cc: Richard Blumenthal, Office of Attorney General State of CT

# business inquiry

## BUSINESS DETAILS:

<b>Business Name:</b>	<b>Business ID:</b>	<b>Business Address:</b>
VOLKSWAGEN OF AMERICA, INC.	0197137	NONE -
<b>Mailing Address:</b>	<b>Citizenship/State Inc:</b>	<b>Last Report Year:</b>
VOLKSWAGEN OF AMERICA TAX DEPT 4E02 3800 HAMLIN RD AUBURN HILLS, MI 48326-	Foreign/NJ	2007
<b>Business Type:</b>	<b>Business Status:</b>	<b>Date Inc./Register:</b>
Stock	Active	Mar 24, 1987

## PRINCIPALS:

<b>Name/Title:</b>	<b>Business Address:</b>	<b>Residence Address:</b>
JOSEPH S. FOLZ SECRETARY	3800 HAMLIN ROAD AUBURN HILLS, MI 48326-	683 FIELDSTONE DR. S. ROCHESTER, MI 48309-
FRANK WITTER CFO,PRE,CEO	3800 HAMLIN ROAD AUBURN HILLS, MI 48326-	2134 KENNEDY DR. ROCHESTER HILLS, MI 48309-

## BUSINESS SUMMARY:

<b>Agent Name:</b>	<b>Agent Business Address:</b>	<b>Agent Residence Address:</b>
C T CORPORATION SYSTEM	ONE CORPORATE CENTER, FLOOR 11 HARTFORD, CT 06103-3220	NONE

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Attorney General  
55 Elm St  
Hartford, CT 06106



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sunroof leak???

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06-C

Hello,

I have a 99 Passat and the carpet under the front passenger seat is wet. It is actually the padding that is wet, th sometimes damp.

I found the front two drainage holes and cleaned them out, but I still have the leak.

Does this car have rear drainage holes? If so, where and how do you get to them?

Where do the rear drainage lines terminate? Under the car or in the bumper?

Thank you,

07-C

I have the same problem but mine leaks at the rear as well. I have been told by VW service centre that it's a cra cassette. Has anyone else had this problem? :mad:

12-C

I have the same problem but mine leaks at the rear as well. I have been told by VW service centre that it's a cr cassette. Has anyone else had this problem? :mad:

My Passat has the same problem...but from what my dealer told me yesterday, it's a design flaw - and as a result Passat is totaled!! All could have been avoided with a shot of compressed air in the drain hoses every now and a

Yesterday morning after a heavy overnight rain, shortly after leaving my home in the car, while on the road, I ne in the passenger seat well. Lots of water! The car started losing power, acting oddly...I called the dealer from the the car over.

There are 4 drain plugs for the sunroof - who knew??? The drains plugged over time...so when the rain pounded got under the sunroof, and did not drain. The water backed into the car and collected under the passenger seat v key electronics for the car are located.

End result...carpet totaled. Computer totaled. Wiring shot.

Still waiting for the final results, but was told by the dealer to contact my insurance agent. Think I'll contact VW t in MINT condition, with 32K miles. I'm still in shock.

#### Related Links

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[www.auburncityimports.com](http://www.auburncityimports.com)

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##### **Ask A Mechanic Online**

22 Mechanics & Techs Are Online. Ask a Question, Get An Answer ASAP!

[www.JustAnswer.com](http://www.JustAnswer.com)

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[Blurtit.com](http://Blurtit.com)

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Honda Auto Repair Services 25 Years Experience-Online Specials

[www.auburncityimports.com](http://www.auburncityimports.com)

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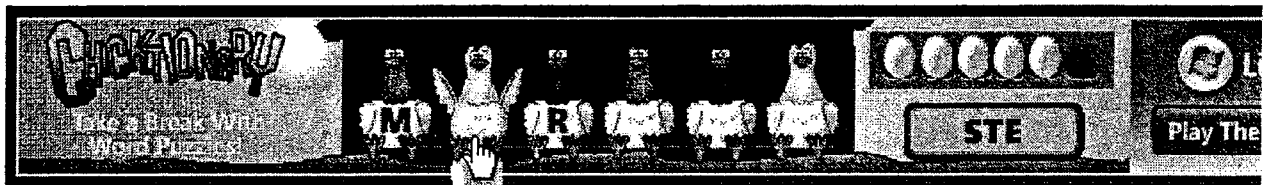
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**VWvortex Forums** ▸ **Touareg** ▸ **Leaking sunroof (SoCal residents, check your Touaregs) [Archived]**

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 Member [Leaking sunroof](#)  [»](#) [»](#) 1:58 PM 12-29-2004

Offline

Member Since  
11-24-2003  
805 posts

Los Angeles CA

Apparently, VW assumes that if you have a sunroof, you must be willing to tolerate rainwater dripping on your front seats and running inside the headliner. I can accept almost anything, but this is beyond belief.

I have seen a mention or two of water on the floor (and I didn't even check for that), maybe a leaking sunroof before, but I never thought it would happen to me.

 Member [Re: Leaking sunroof](#)  [»](#) [»](#) 2:08 PM 12-29-2004

Offline


Member Since  
12-22-2003  
402 posts

Brentwood TN  
2004, VW  
Touareg, V6,  
Prem, Air, Xeon,  
Rear Fog & a 2007  
EOS

There are drain hoses for the sun roof. And if I remember correctly the run back across the roof and down each side.

You may need to check and make sure they are not plugged up.

If you find yourself in a hole, the first thing to do is stop diggin'.

 Member [Re: Leaking sunroof](#)  [»](#) [»](#) 2:16 PM 12-29-2004



Online

Member Since  
12-17-2003  
1683 posts

*Quote, originally posted by **PabloP** »*

Apparently, VW assumes that if you have a sunroof, you must be willing to tolerate rainwater dripping on your front seats and running inside the headliner...

Your dealer actually said that to you when you showed them the problem?

Oviedo FL  
Black 2004 V10  
TDI - Yellow  
Calipers, Pillar  
Trim, Start  
Button, Paddies,  
Bubb Rubb  
Whistle Tips

\*\*\*\*\*

Head On! Apply Directly to the forehead!  
Head On! Apply Directly to the forehead!  
Head On! Apply Directly to the forehead!

Member

Re: Leaking sunroof [REDACTED] »

« » 2:31 PM 12-29-2004

Offline

Hey, sorry to hear that, but I live where it was almost the worst, and was in mine an hour ago, and it is (and has been) bone dry since the deluge began. It has been stated before (and is probably buried somewhere in the manual) that there are sunroom drain openings that need to be periodically checked for blockages.

Member Since  
12-6-1999  
368 posts

Hillsboro OR  
2000 Audi A4  
1.8T, 2004 VW  
Touareg V8

It's kind of like all the roof floodings/collapsings on the news, from people neglecting to clear leaves and ebris from drains and gutters. I feel bad for you, but most likely it could have been prevented if you had checked while the storm was just forecast. If something however is actually defective with your drains, VW should replace your vehicle, or at least completely fix any and all water damage. have it looked at.

And just in case people think we Californians are exagerating, I have lived in Florida, and what we have had in the last two days lives up to the worst thunderstorm downpours I have seen there, except lasting for hours. It has been just insane.

2000 A4 1.8TQMS Xenon, Nav.  
2004 Touareg V8 PPS, Winter, RDL

Member

Re: Leaking sunroof [REDACTED] »

« » 2:33 PM 12-29-2004



Offline

No problems with mine [REDACTED]. I do wish it would stop dumping rain, however. ☺

Member Since  
11-24-2003  
2525 posts

Irvine CA  
2006 Porsche  
Cayman S ----  
2006 Audi A3 2.0T  
DSG

**2006 Porsche Cayman S Carrara White: Loaded**  
**2006 Audi A3 2.0T DSG Metallic Silver: Loaded**  
2006 Audi S4 Arctic White 6MT: SOLD!  
2004 V8 Touareg Reflex Silver / Kristal Gray: SOLD

Member

Re: Leaking sunroof [REDACTED] »

« » 2:45 PM 12-29-2004



Offline

I had the same problem and it didn't have anything to do with the drains they were fine. Every time it rained really hard and I would take the T-reg out and turn a corner it would come out of the side of the compass module. They never could get it fixed. They even replaced the grommets for the roof rack. And after that it never rained hard enough to happen + they gave me a new T-reg about three weeks after performing this repair so I don't know if that fixed the problem. Good luck I hope it's just your drains. ☹

Member Since  
11-6-2003  
433 posts

greenville sc  
2004 Touareg V-  
8, Wheat Beige,  
keyless start,

4x4s

Re: Leaking sunroof [REDACTED] »

« » 3:19 PM 12-29-2004

Member



Offline

Member Since  
12-18-2003  
5565 posts

Chelmsford MA  
'04 VW Touareg  
V6, '04 VW Passat  
1.8T, '03 New  
Beetle 2.0

I habitually leave my sunroof cracked open, back tilted up one notch (I smoke, and that's my chimney, if you will). Except for the most wind-driven rain, I have never had water inside, and even then just the fewest drops. There is definitely something wrong if yours leaks as much as you stated.

Great and interesting automotive history in the Car Lounge Flashback Series.

Find all of the Flashback episodes in [The Automobile Flashback Series Index](#)

Member

Re: Leaking sunroof [REDACTED] »

« » 6:41 PM 12-29-2004

Offline

Member Since  
11-24-2003  
805 posts

Los Angeles CA

Why would the sunroof need drain holes if it's closed? Clearly, you wouldn't design a sunroof to let water into it and then drain it out. If it's closed, nothing should get in. I have an old Honda Accord and a 98 Volvo, both with glass sunroofs that sat out in the same rain, and no problems.

Suddenly today, they tell me at the dealership that VW won't cover the first day of a loaner car. This is my second Touareg, and they've covered day one several times in the past. I wouldn't have bought the second one if they had told me it was VW's policy not to pay for the first day of a loaner. I won't buy a new car if I know that the manufacturer won't provide a loaner without restrictions.

I have to advise everyone thinking of buying one of these things to forget about it. Buy a Lexus, a BMW or an Infiniti, a Jeep, a GMC, anything. Don't take the chance on a VW.

Member

Re: Leaking sunroof [REDACTED] »

« » 7:45 PM 12-29-2004



Offline

Member Since  
12-18-2003  
5565 posts

Chelmsford MA  
'04 VW Touareg  
V6, '04 VW Passat  
1.8T, '03 New  
Beetle 2.0

once more, mine doesn't leak even *when it is open*. You have something else wrong.

Great and interesting automotive history in the Car Lounge Flashback Series.

Find all of the Flashback episodes in [The Automobile Flashback Series Index](#)

chessmck  
Member

Re: Leaking sunroof [REDACTED] »

« » 9:29 PM 12-29-2004

Offline

Member Since  
12-22-2003  
402 posts

Brentwood TN  
2004, VW  
Touareg, V6,  
Prem, Air, Xeon,  
Rear Fog & a 2007  
EOS

*Quote, originally posted by PabloP »*

Why would the sunroof need drain holes if it's closed? Clearly, you wouldn't design a sunroof to let water into it and then drain it out. If it's closed, nothing should get in.

Sunroofs do not always form a perfect seal when closed, therefore the drains are needed. This also protects when the rear is open and it rains. Same reason you need to keep the door drain (bottom) open, so rain getting between the window and window seal will drain out.

If you find yourself in a hole, the first thing to do is stop diggin'.

Member

Re: Leaking sunroof [REDACTED] »

« » 9:53 PM 12-29-2004



Offline

Member Since  
8-13-2003  
2491 posts

south salem new  
york  
2004 Touring Egg  
- V8, loaded

Sunroof drains, door drains, let me see, I'm relatively young compared to Spock, only 47 years young. I've only been driving 31 years, have owned in excess of 20 cars in that time, from an 800 dollar Pontiac to a 50 thousand dollar Egg. I've never checked a drain in any car I've ever owned, and almost every one had a sunroof. Never had a leak.

But, hey, man, if you don't want water running on your seats, get out the Roto-Rooter and clear those drains.

Member

Re: Leaking sunroof [REDACTED] »

« » 10:29 PM 12-29-2004



Offline

Member Since  
10-25-2003  
2451 posts

Palo Alto CA  
00 Civic, 04 V6  
Touareg

chessmk is correct, there are sunroof drains for the reason he states. depending on how you use the sunroof, they may never clog up ... or they clog up quickly. it's obviously not clear whether clogged drains are to blame for anyone's seepage problem.

Das Wüstenschiff: 7LABC1/M3M3/QH/1BK/1Y1/PBI/PPT

Member

Re: Leaking sunroof [REDACTED] »

« » 10:48 PM 12-29-2004

Offline

Member Since  
11-24-2003  
805 posts

Los Angeles CA

So how do you imagine the drains would get clogged on a 6 month old Touareg with 4,000 miles that has had the sunroof open once or twice on a warm dry day?

Member

Re: Leaking sunroof [REDACTED] »

« » 10:56 PM 12-29-2004



Offline

Member Since  
12-18-2003  
5565 posts

Chelmsford MA  
'04 VW Touareg  
V6, '04 VW Passat

Okay, it may be clogged drains, it may not be. It might be grommets around the compas wiring, or it may not be.

I think the point many of us are trying to make (and this is really in support of you, believe it or not) is that there is something wrong with your Touareg.

It is not normal for it to leak through the sunroof, as you implied in your original post. So, take it to a **good** service department and have them find the problem, fix it, and fix any peripheral damage from the leak.

Good luck.

1.8T, '03 New  
Beetle 2.0

---

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Member

Re: Leaking sunroof ( ) »

« » 11:21 PM 12-29-2004



Offline

Member Since  
11-24-2003  
2525 posts

Irvine CA  
2006 Porsche  
Cayman S ----  
2006 Audi A3 2.0T  
DSG

*Quote, originally posted by 4x4s »*

So, take it to a **good** service department and have them find the problem, fix it, and fix any peripheral damage from the leak.

Good luck.

I agree with this point. PabloP, I don't know if you're still taking your's in to Pacific VW or not, but it definitely sounds like your dealer is subpar to say the least.

---

**2006 Porsche Cayman S Carrara White: Loaded**  
**2006 Audi A3 2.0T DSG Metallic Silver: Loaded**  
2006 Audi S4 Arctic White 6MT: SOLD!  
2004 V8 Touareg Reflex Silver / Kristal Gray: SOLD

Member

Re: Leaking sunroof ( ) »

« » 11:31 PM 12-29-2004

Offline

Member Since  
11-24-2003  
805 posts

Los Angeles CA

Tim, and Alan, I know people are trying to be helpful and agree that it isn't normal. The dealer didn't say it was normal or imply they wouldn't try their best to solve it. My original comment was intended to display my shock and dismay at having such a thing happen. The Touareg qualified techs at Pacific aren't bad, as far as I know.

Moderator

Re: Leaking sunroof ( ) »

« » 11:51 PM 12-29-2004



Offline

Member Since  
1-4-2004  
5213 posts

Parker CO  
2006 Volkswagen  
Touareg V6

In October when I was driving across the southwest (Grand Canyon) it was raining like hell and I developed a leak in my 'T' as well.

Ended up having the entire sunroof cartridge replaced!

---

**The 2007 Colorado TOUAREG Rally: July 23-July 27, 2007 - Another Great Time!!**  
**Thank You VW For Sending A V8FSI TOUAREG2 For The 2007 TOUAREG Off Road Rally**  
*Thank You VW For Sending The V10TDI Race TOUAREG, V6FSI & V6TDI To Be Part of Previous Rallies* 🐾

2006 Campy White V6, VIN 46xxx and many Extras!!

Member

Re: Leaking sunroof ( ) »

« » 11:57 PM 12-29-2004

Offline

Member Since  
11-24-2003  
805 posts

Los Angeles CA

Thanks for that bit of info. How long did it take? Did you drive it while waiting for the part to come in? We're in our rainy season right now and it could last two or three months (or just a week, you never know).

Member

Re: Leaking sunroof

12:03 AM 12-30-2004



Offline

Member Since  
11-24-2003  
2525 posts

Irvine CA  
2006 Porsche  
Cayman S ----  
2006 Audi A3 2.0T  
DSG

Quote, originally posted by PabloP »

Tim, and Alan, I know people are trying to be helpful and agree that it isn't normal. The dealer didn't say it was normal or imply they wouldn't try their best to solve it. My original comment was intended to display my shock and dismay at having such a thing happen. The Touareg qualified techs at Pacific aren't bad, as far as I know.

I was mainly making the comment based on what happened concerning the loaner car issue. No reason why they shouldn't cover the first day, especially considering they've done it many times before. I don't know, nothing about Pacific was ever confidence inspiring as far as I'm concerned. I do admit that you've had some awful luck with the two Tregs you've owned. Hope it all works out.

2006 Porsche Cayman S Carrara White: Loaded  
2006 Audi A3 2.0T DSG Metallic Silver: Loaded  
2006 Audi S4 Arctic White 6MT: SOLD!  
2004 V8 Touareg Reflex Silver / Kristal Gray: SOLD

Member

Re: Leaking sunroof

12:38 AM 12-30-2004

Offline

Member Since  
12-6-1999  
368 posts

Hillsboro OR  
2000 Audi A4  
1.8T, 2004 VW  
Touareg V8

Quote, originally posted by

So how do you imagine the drains would get clogged on a 6 month old Touareg with 4,000 miles that has had the sunroof open once or twice on a warm dry day?

Well there is a bit of info that wasn't in your original post that clears up a lot. I realize your first post was just venting your frustration out on the car, which is understandable. But if we had known the car was that new and had such little sunroof usage, I don't think anybody would have suggested it was the drain tubes getting clogged. That typically only happens if the car is parked with the roof open under something like trees with falling leaves for an extended period. I have used my sunroof much more than you but I have no problems. Something just isn't right about the buiid quality of your particular Touareg which is I guess your real complaint anyway. I know people have said this never happens on any other car but I have heard of it happening on a variety of German cars, VW's Audi's and BMW's. Maybe it's just a German thing, most brands only had either a glass tilting moonroof that didn't slide, or a solid metal sliding sunroof up until the late 90's. maybe they are still working out how to slide a glass roof, something the Japanese figured out in the 70's.

2000 A4 1.8TQMS Xenon, Nav.  
2004 Touareg V8 PPS, Winter, RDL

Member

Re: Leaking sunroof

12:44 AM 12-30-2004

Offline

Member Since  
12-30-2003  
41 posts

Eugene OR  
2004 VW Touareg,  
V8, Offroad Gray,  
Antracite, PPS  
36xxx

After one year of ownership, I have never had any sunroof leak up here in the Northwest were we tell everyone that it rains here all the time. Since we are tired of the rain, we decided to push it down to Southern California. Enjoy it! ☺☺☺

Member

Re: Leaking sunroof

3:34 AM 12-30-2004



Offline

Member Since  
11-24-2003  
2525 posts

Irvine CA  
2006 Porsche  
Cayman S ----  
2006 Audi A3 2.0T  
DSG

Ha. Yeah thanks a lot. You can take it back now! I had plenty of that crappy weather growing up in the NW and enjoy the sunny warm weather of SoCal just fine.

**2006 Porsche Cayman S Carrara White: Loaded**  
**2006 Audi A3 2.0T DSG Metallic Silver: Loaded**  
2006 Audi S4 Arctic White 6MT: SOLD!  
2004 V8 Touareg Reflex Silver / Kristal Gray: SOLD

Moderator

Re: Leaking sunroof

11:18 AM 12-30-2004



Offline

Member Since  
1-4-2004  
5213 posts

Parker CO  
2006 Volkswagen  
Touareg V6

My dealership ordered the sunroof cartridge and had it overnighted - so it wasn't long at all to get the parts.

**The 2007 Colorado TOUAREG Rally: July 23-July 27, 2007 - Another Great Time!!**  
**Thank You VW For Sending A V8FSI TOUAREG2 For The 2007 TOUAREG Off Road Rally**  
*Thank You VW For Sending The V10TDI Race TOUAREG, V6FSI & V6TDI To Be Part of Previous Rallies*

2006 Campy White V6, VIN 46xxx and many Extras!!

Member

11:50 AM 12-30-2004



Offline

Member Since  
11-13-2003  
973 posts

Los Angeles CA  
2006 Passat V6  
Pkg2 + Nav,  
2005.5 Jetta 2.5L  
Pkg1, 2000 Jetta  
GLS VR6

The drain tubes could also have been pinched during the installation of the sunroof. With the normal rainfall we get in SoCal, you might not have noticed it. But with the recent toad strangler-type rain we have been getting, and the rest of the country will get soon, you are now seeing the effect. A pinch like this may well be corrected without the wholesale replacement of the window, but I'm no expert.

As far as Pacific VW goes, I have not had any bad experiences with them since they moved from Hermosa Beach to Hawthorne.

Judson West  
Los Angeles, CA

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Touareg

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Sunroof - Buy Factory Direct Pre-  
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www.Alibaba.com

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Purchase Your New Volkswagen  
Touareg!  
www.VWlocal.com

**Sunroof Installation**

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exactly what you want today.  
www.ebay.com

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Touareg!  
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10-10-2005, 07:19 PM



Junior Member

Join Date: Oct 2005

Posts: 6

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I'm on the quest to find the cause of this problem (VW isn't!!!)...the drain under the battery of my Passat was clean and I tested it by pot water in the well and it did drain rather quickly...maybe I'll try increa the size of the hole if I have this issue again. I will check the rear door seals and the plastic between the door and door panel just in case. If find the sollution, I will post it here. Until then I guess I'll just have to drive around with a giant umbrella over my car or duct tape a nice bl poly-tarp over it with holes cut out for vision....



**Qu**

10-10-2005, 09:48 PM



Junior Member

Join Date: Oct 2005

Location: Albany, NY

Posts: 3

[Ignore This User](#)



Quote:

Originally Posted by **kevco12**  
*Aw....Man....I got back from a road trip last night (a rainy one) to discover a pool of water in the right rear footwell of my 02 Passat wagon V6 4M....I vacuumed out over 2 gallons of water!!!! I just got the car a few weeks ago...not impressed...my 71 conv bug leaks less!!! I now have the car in my garage with half the carpet ripped out and dehumidifier running inside of it. I checked everywhere on the web to find a direct cure. I do think the front right sunroof drain tube was clogged, but how could this possibly result in so much water getting inside the rear footwell?....The rear sunroof drains seem to work fine. I also removed the battery and checked to make sure that the drain under it was clear and it was. I replaced the pollen filter too, but there was no water near or around the filter housing, so I don't see how that could be the culprit either.....All I really want is to find the cause and cure it before I put it all back together as I really do love this car.*

Make sure the drain holes at the front of the roof are not clogged. If the water runs over the tray and down the frame if they are clogged, you couldn't believe how much water was in the floorwell. It seems to be a poor design to allow water into the interior of the car at all...Also, it may be helpful to remove the sunroof wind spoiler if you have one. It may allow water to pool against the sunroof/roof seal, eventually becoming a deluge into the roof. Let me know if you figure out anything else...and good luck drying out!

Qu

10-11-2005, 06:58 PM

Junior Member

Join Date: Oct 2005

Posts: 6

[Ignore This User](#)

I don't have a wind-foil on the moonroof...I did clean out the drains, clipped the pinched ends of the drain tube where they exit the car to give it more free-flow (my local dealer has done that to a few VW's). I sprayed water at high pressure on the roof and windshield and the drains work fine now. I guess the Passat is not the only car this happens to. My brother works at a body shop/car rental business and he said they have it happen to a Grand Cherokee, Acura, and some others. I've had plenty of cars with moonroofs and I have never seen anything like this before. I'm just glad I caught it in time before damage/stink occurred. You can't keep a close eye on this problem as the clean up is a real pain and I don't want to go through this again. I should be able to put my back together tonight...it's been drying out with the dehumidifier for past two days and it's just about dried out. Keep an eye on the AC filter too as these can get clogged...I have not located/checked mine yet, will be very soon...

Qu

10-13-2005, 02:49 AM

Junior Member

Join Date: Oct 2005

Posts: 1

[Ignore This User](#)

#### It's the sunroof drain

I had my car in to the dealer today, and they wanted \$97 to "flush" the sunroof drains. Whatever. Forty-five seconds on google saved me 10 bucks: here's a link detailing the location of the drains, you can "flush" them yourselves. <http://forums.vwvortex.com/zerothread?id=19096> I had the same diagnosis--that the sunroof was the leaky culprit--from two different dealers about the 4 inches of water on my passenger side floor, sloshing back between the front and back. After I shop-vac'd everything up and dried it all out, they told me that even though not advised about this "issue" in the owner's manual, I was still liable for expense. Lame, I don't think so!

Qu

10-13-2005, 03:48 PM

Junior Member

Yup...good to see someone posted pics of the drainhole locations. Th

Join Date: Oct 2005  
Posts: 6  
[Ignore This User](#)

rear ones on the Passat (at least my 02) exit in front of the rear wheel behind the plastic wheel well covers....they are not really visible, but you park your car facing uphill and pour some water toward the rear the sunroof rain gutter/well you should see the water streaming out the ground in front of your rear wheel. My front right (passenger) side drain was clogged so I guess that was the culprit (I hope). I'll keep a REAL close eye on my interior floors for water now that I know of the issue. Thanks to all that responded with help... [REDACTED]

Qu

10-15-2005, 03:23 AM

[REDACTED]  
Junior Member

Join Date: Oct 2005  
Posts: 1  
[Ignore This User](#)

 **Thanks!**


Thanks for all the info! My wife discovered an inch of water on the floor the back of my 2001 Passat wagon. After reading these posts, I opened up the hood, lifted the cover on the battery, and there was a huge puddle of water (perhaps 8 gallons, according to the shop vac).

Qu

10-15-2005, 06:13 PM

[REDACTED]  
Junior Member

Join Date: Oct 2005  
Posts: 6  
[Ignore This User](#)

  
WOW!!! 8 gallons!!! You win the water war!!!! How much extra did you pay for your optional "in car swimming pool"? I love the car, so I guess now that I know of the issues, I'll just keep a close eye on the battery tray drain, the a/c drains and the sunroof drains to make sure this does not happen again. I just wish VW would actually recognize the problem and fix it...I guess that sounds too simple....so much for "German Engineering"... [REDACTED]

Qu

10-16-2005, 03:37 AM

[REDACTED]  
Junior Member

Join Date: Oct 2005  
Posts: 1  
[Ignore This User](#)

 **2001 Jetta water leak**

I'll join in. My daughter's 2001 Jetta parked in heavy rain last week had two inches of water accumulate in passenger side footwells. I couldn't find any place it was coming from. Sounds like I need to check these sunroof drain lines. I will have to pull the seat to lift the carpet and padding to get it dry. Any help from anyone on doing that?

Qu

10-16-2005, 06:39 PM

[REDACTED]  
Junior Member

Join Date: Oct 2005  
Location: Albany, NY  
Posts: 3  
[Ignore This User](#)



Quote:

Originally Posted by [REDACTED]  
*I'll join in. My daughter's 2001 Jetta parked in heavy rain last*

*week had two inches of water accumulate in passenger side footwells. I couldn't see any place it was coming from. Sounds like I need to check these sunroof drain lines. I will have to pull the seat to lift the carpet and padding to get it dry. Any help from anyone on doing that?*

Be careful removing the front seat. There are side impact airbags in the front seat. I'm not sure how to remove the connection for these, and thought better to leave it alone. Most of the water will pool in the rear footwell ; you can pull the rear seat cushion out, pull the door trim back and then peel the carpet back enough to get a shop vac down into the footwell. I was able to get most of the water out this way. Good luck

Qu

10-18-2005, 05:47 PM

Junior Member

Join Date: Oct 2005

Posts: 1

[Ignore This User](#)

I have the same problem with my Audi A6. In my case, the water allegedly went through the vacuum tube to the brake booster (how it can enter a vacuum is beyond me) and got into the engine. Net effect engine is gone.

The car is under warranty and is still under the audi maintenance program. Despite this, Audi is claiming that the damage is not covered under warranty. Estimated repair bill: over \$13,000!

I'd be curious to know if others have experienced this problem with A6. The service manager acknowledged that Audi has known about this problem for some time. I personally think Audi is trying to avoid a recall and class action suit.

To those of you with Audis, the lesson is to remove the battery and check the drain holes. Or have your dealer do it (as they should).

Qu

Reply

Page 2 of 10 < 1 2 3 4 >

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Passat

All times are GMT. The time now is 07:33 PM.

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## 2002 Volkswagen Jetta GLS wagon from North America - Comments

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**15th Nov 2006, 01:04**

**Sunroofs By CR**  
**Laurence**  
Sunroof and Replacement  
Parts For Virtual Any Car  
On The Road.  
[www.TechnologyLK.com](http://www.TechnologyLK.com)

I have a 2000 Jetta. I have water in the passenger side. I called a [windshield repair](#) place and they said it's the sunroof drain plug that is causing the problem?

[Fix the spelling and grammar](#)  
[Delete this comment](#)

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[www.VWMaryland.com](http://www.VWMaryland.com)

**15th Nov 2006, 11:48**

**Water Leaks**  
Water Leaks deals Find  
Water Leaks  
[DealCaptain.com](http://DealCaptain.com)

I just wanted to give everyone an update about my 2002 [Jetta](#) with the water problems on the drivers side front and back floor. I've taken my Jetta to a family friend who I know I can trust and he seems to think the issue is a clog. Apparently there are drains beneath the hood of the [car](#) that get clogged and cause water to back up into the heat box, which then filters into the car. He checked the seals on my windows, doors, and windshield, and they all seemed fine.

**Volkswagen Jetta Prices**  
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dealers for Costs On Your  
New Volkswagen Jetta!  
[www.CincinnatiVW.net](http://www.CincinnatiVW.net)

I really hope that this will fix the problem, but I'll let everyone know once he repairs it and we get enough rain to test it.

[Fix the spelling and grammar](#)  
[Delete this comment](#)

Vote:

---

**15th Nov 2006, 19:02**

All of these problems are right on with my 2002 Jetta Wagon. About 4 months ago, my passenger side floor gets completely saturated during every rain-storm (drizzle or pour). I have already caulked and sealed the windshield, antenna casing, sunroof and door frame, and still WET...

Looks like we all got a bad batch! We'll probably need new doors to fix the problem, and hopefully someone can make progress on getting a successful recall passed so that VW foots the bill. Please let me know if this happens, Thanks.



[Fix the spelling and grammar](#)

[Delete this comment](#)

Vote:

---

**16th Nov 2006, 18:23**

After my posting of 10th Nov 2006, 17:39, I did some research on the water leak in my jetta... internet research as well as calling the dealership. Sorry if this is abit long, but I figure at least someone will understand what I'm going through and hopefully it'll help those with the same problem.

I started with the dealership first. I called them and they told me the first place to start looking for a leak was the sunroof drains because they may be clogged. The website below offers a great explanation and pictures on where the four sunroof drains are located.

[Http://forums.vwvortex.com/zerothread?cmd=print&id=1909676.](http://forums.vwvortex.com/zerothread?cmd=print&id=1909676)

My first step was to figure out which of the four drains was clogged. I took a watering can and poured water in the sunroof drain which I thought

was leaking. (In my case, it was the front passengers side drain.) While I was pouring the water, I had someone look at the nipple (end of the drain) in the door. We saw that the nipple wasn't allowing for 'free flow' drainage. I continued to pour water in the drain, then I noticed that water was entering the car from between the glove box and side of the car, which confirmed that this particular drain was the problem. My next step (according to the dealer) was to take a pair of scissors and cut off the end of the nipple (rubber piece that sticks out of the car door). They said that the nipple was probably filled with dirt and debris, causing the drain to back up and flood my car. I cut off the end of the nipple, some debris came out. Thinking I had solved the problem, I once again poured water in the sunroof drain. This time the water was free flowing from the nipple, but as I poured more and more water in the sunroof drain, I noticed that the inside of my car was still getting wet.

At this point, I was fairly convinced that debris was not the problem, but rather that there was a hole somewhere in the drainage tube, which was allowing the water to leak into my car. I called the dealer again and said that my drain was now free flowing and no debris was blocking it, then asked what they recommended. They told me they would need to take a look at it, but I'd probably have to get the sunroof drain and tubing replaced. When asked the cost, I was told that the drain tube (part only) would be \$10, but the labor cost would be substantial. When then dealer said the cost would be substantial, that worried me.

So, I went back to the internet and found that replacing a sunroof drain does indeed require a lot of labor intensive work. From what I can gather, panels on the exterior and interior of the car need to be removed to access the drain tube which runs from the sunroof to the door. I am now debating what to do...my new thought is that because so much body work and labor are involved, my next stop is the auto body repair shop. I figure if anyone can take a part a car and put it back together, then an autobody shop should be the place.

So the saga continues... in the meantime I have a

garbage bag taped to my roof to prevent water from getting in. It has worked, it just looks a little more than ridiculous on a 2002 jetta.

[Fix the spelling and grammar](#)

[Delete this comment](#)

**Vote:**

---

**21st Nov 2006, 10:09**

I had damage done to my carpets and undercarriage by a defective sunroof drain. I question if there is a problem with the design.

I own a 2002 Passat sedan with a sunroof. I take care of my car, have completed every recommended service and yet I wake up one morning to a swimming pool in my car.

Volkswagen states that outside influence (debris) clogged the drain. I say the design is bad as evidenced by the number of leakage incidents.

Secondly, if there is a problem then why isn't it among the recommended services performed during service intervals.

I feel oddly reassured that there are others who have this same experience.

[Fix the spelling and grammar](#)

[Delete this comment](#)

**Vote:**

---

**22nd Nov 2006, 20:44**

I have a 2003 Jetta Wagon that leaks from the bottom of the dashboard on the driver's side. It only seems to happen when the car is being washed, but there is enough condensation in the vehicle to suggest more water is getting inside. The frequency is ever-increasing. From everything I can find on line, this only effects up to 2003, as there are no complaints on newer models. This suggests that VW either corrected the problem in newer models, which

also suggests that they are fully aware of the design defect, or it takes a couple of years for the problems to begin in most models (ie for sufficient debris in sunroof and door drains to build up). Mine showed no evidence of leaking or water damage until about three months ago. If anyone has successfully remedied this problem, please advise.

[Fix the spelling and grammar](#)

[Delete this comment](#)

**Vote:**

---

**28th Nov 2006, 16:43**

Rest assured that the sunroof drainage problems were NOT corrected in newer VW models. I'm waiting for my dealership to find the part that was shorted out when my driver's side floor turned into a pond. This is on a 2005 Passat that is parked outside, but there are no trees around to drop either leaves or needles on it, so I don't know what the cause of the blockage was. I agree with the comment that if this is so important then this is something that should be part of regular maintenance at the dealership. Barring that, during orientation when you purchase a new vehicle at the dealership, those of us with sunroofs should be warned of the potential problem. And since nobody warns us that this is a problem I think the warranty should cover the work. While I don't mind assuming responsibility for my negligence, if it is something I wasn't even made aware of, that seems rather unfair.

[Fix the spelling and grammar](#)

[Delete this comment](#)

**Vote:**

---

**28th Nov 2006, 18:22**

I'm relieved to find other people having the same problem as I am. I have a 1999 Jetta and my passenger side carpets are soaked after it rains. If it



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Member

Wet floor (back seat area)

<< >> 4:18 AM 9-30-2005

Offline

Member Since  
2-1-2001  
171 posts

Potomac, MD  
Maryland  
2002 Passat GLX  
variant

We've got a 2002 Passat wagon (GLX). Last summer I noticed that the floor in the right back seat area, underneath the carpet, was soaking wet. I dried it out and the problem seemed to not occur again. Well, the problem has come back. The padding and floor underneath the carpet in this area (right side only) is once again, soaking wet. The carpet is completely dry on top, so it's coming from somewhere underneath.

Has anyone else experienced this problem? Someone said that it may have something to do with the air conditioning. I'm going to schedule an appointment for my local dealer to look at it (as I'm still under the bumper to bumper warranty (4yrs/50k miles). Any input would be appreciated here.

---

2002 Passat GLX Variant, Tiptronic, Blue Anthracite, Gray leather

Member

Re: Wet floor >>

<< >> 8:34 AM 9-30-2005

Offline

Member Since  
5-4-2004  
411 posts

Fort Lauderdale FL  
2006 Jetta  
TDI/DSG

In a Passat, it could be a leak around the housing for the A/C dust/pollen filter or clogged sunroof drains...in any event, it seems fairly common...the dealer should be able to take care of it as they certainly should have encountered it before and it is a warranty issue for sure. ☺

---

2006 Jetta TDI, DSG/Pkg 2 Platinum Grey/Grey  
Ft. Lauderdale, FL once again!

Old Dudes with Dubs

Member

Re: Wet floor >>

<< >> 9:09 AM 9-30-2005



Offline

Member Since  
9-15-2005  
136 posts

my passat gives the same problem. Search for the topic, you will see how many people have experienced this problem. IN most cases there is a drain under your battery housing that clogs, and the water will build up and drip into the car through the firewall. Thats what happened in my 99 Passat. I would suggest having your carpet cleaned underneath so mold etc doesnt become a problem. Check with a dealer, and tell them to look at it. Or go to a Vw specialist, other then your dealer, which I Did.

---

2002 Passat GLX Variant, Tiptronic, Blue Anthracite, Gray leather

Member

Re: Wet floor ( ) »

« » 6:55 AM 10-9-2005

Offline

Update on my car. I dropped it off on Wednesday evening. The service manager calls late Friday afternoon to say it's ready. He said they replaced the air pollen filter and gasket.

Member Since  
2-1-2001  
171 posts

So I pick up the car yesterday (Saturday) and lo and behold, the floor and padding under the carpet is just soaked with more water. He had said they had dried the carpet and padding out (that's why they needed the car for two days).

Potomac, MD  
Maryland  
2002 Passat GLX  
variant

I've got to take it back to the dealership (I'm depressed at this point in time). The good news is it was covered under my warranty ... the bad news is, it's like nothing changed (except I was without our car for two days).

Modified by ( ) at 7:14 AM 10-9-2005

---

2002 Passat GLX Variant, Tiptronic, Blue Anthracite, Gray leather

Member

Re: Wet floor ( ) »

« » 7:51 AM 10-9-2005

Offline

Same thing happend to me. Dealer replaced the gasket then a week or so later it got wet again. Needed two gaskets to seal it up. Fine since. That padding is a pain to dry out, it's like a big sponge. Was soaked in the front and back on the passenger side.

Member Since  
2-24-2002  
359 posts

LI NY

---

-03 B5.5 Variant GL 1.8 5spd  
-96 Jetta Trek 2.0L 5spd white  
-86 Golf GTI 8V 5spd red  
-79 Scirocco 4spd Colibri Green

Member

Re: Wet floor ( ) »

« » 3:47 PM 10-9-2005

Offline

The front passenger side carpet appears to be dry (underneath). It seems to be just the back passenger side area that keeps getting wet. Wouldn't this then be related to the right side sun roof drain as I believe that, if the drain is clogged, the water would go down the post and deposit into the back foot well area only (is my logic correct here?).

Member Since  
2-1-2001  
171 posts

Potomac, MD  
Maryland  
2002 Passat GLX  
variant

If it were the pollen air filter gasket, wouldn't the front carpet be saturated as well (as this gasket is located forward of the front passenger area?)

---

2002 Passat GLX Variant, Tiptronic, Blue Anthracite, Gray leather

Member

Re: Wet floor ( ) »

« » 8:47 PM 10-9-2005

Offline

When mine leaked the water flowed out of the heater vents under the seat. I had a small pond back there. I guess it just leaked under the carpet and the padding soaked it up both back and front. I don't have a sunroof. When I had the rear carpet and padding up I noticed one of the the rubber floor plugs was loose and i think i has some water leaking in that way also.

Member Since  
2-24-2002  
359 posts

LI NY

---

-03 B5.5 Variant GL 1.8 5spd  
-96 Jetta Trek 2.0L 5spd white  
-86 Golf GTI 8V 5spd red  
-79 Scirocco 4spd Colibri Green

Member

Re: Wet floor ( ) »

« » 9:11 AM 10-10-2005

Offline

I just spoke with my service consultant this morning, regarding the leak problem that wasn't fixed after being at the dealership for 2 entire days. He asked who had serviced the car at 20K miles, as part of the service is to check the sunroof drains. I didn't bring it in for a 20K service (these service intervals are just rip off by the dealers).

Member Since  
2-1-2001  
171 posts

Potomac, MD  
Maryland  
2002 Passat GLX  
variant

If it were a clogged drain, whether at under or over 20k miles, it would happen immediately (a clogged drain would not be something that happens over time ... either it's there or it's not). A clogged drain could happen, let's say, 2k miles after you take your car in at the 20k interval. No one's even sure yet if it's the drains or yet another problem with the air pollen filter gasket.

Also, wouldn't the "water leak specialist" that worked on my car last week have looked at the sunroof drains, to ensure they were not clogged?

---

2002 Passat GLX Variant, Tiptronic, Blue Anthracite, Gray leather

Member

Re: Wet floor ( ) »

« » 10:25 AM 10-10-2005



Offline

Yesterday i found the rear passenger footwell with standing water and the front footwell soaked.

after much wet-vac'ing the floors i can't get it dry.

Member Since  
10-10-2005  
9 posts

does this seem to be an issue of the pollen filter? i pulled alot of water out of the vent under the front passenger seat.

Baltimore MD  
02 Passat, 03  
Jetta Wagon 1.8t,  
72 Sonett



---

02 Passat blue anthracite, tan leather -  
03 Jetta Wagon 1.8t reflex silver  
72 Saab Sonett bright green

Member

Re: Wet floor ( ) »

« » 10:37 AM 10-10-2005

Offline

Well, obviously, putting in a new pollen filter (and gasket) did not seem to solve my problem. There definitely seems to be a chronic problem with Passats taking on water in the floorboard area. The only thing is that it's not always one specific thing that's causing the problem. Very frustrating.

Member Since  
2-1-2001  
171 posts

Potomac, MD  
Maryland  
2002 Passat GLX  
variant

Things like this can really make you think twice about buying another car from this auto maker. I have never, in my life, had to deal with a car taking on water like this.

---

2002 Passat GLX Variant, Tiptronic, Blue Anthracite, Gray leather

Member

Re: Wet floor ( ) »

« » 10:48 AM 10-10-2005



*Quote, originally posted by miked3 »*

I just spoke with my service consultant this morning, regarding the leak problem

Offline

Member Since  
1-14-2002  
1563 posts

Pittsburgh PA  
2003 VW Passat  
Variant, GLS,  
Reflex Silver,  
Black Leather, Tip

that wasn't fixed after being at the dealership for 2 entire days. He asked who had serviced the car at 20K miles, as part of the service is to check the sunroof drains. I didn't bring it in for a 20K service (these service intervals are just rip off by the dealers).

Oooohhh, I don't like this question popping up. I don't recall ever seeing "Check Sunroof Drains" in my 2003 owner's manual at the 20K mark.

So I looked up your model year at vw.com. Here's the 20K maintenance list:

Items to be serviced:  
Engine Oil - change  
Engine Filter - change  
Windshield Washer Fluid - check level  
Automatic Shift Lock - check operation  
Brake System - check damage/leaks, pad thickness, fluid level  
Wheels - rotate from front to rear  
Air Bag System - check function/damage  
Battery - check electrolyte level  
Engine - check for leaks  
Pollen Filter - replace  
Cooling System - check level  
Transmission - check for leaks  
Tires/Spare - check condition  
Driveshaft - check boots  
On Board Diagnostics - check Diagnostic Trouble Code memory  
Door Hinge - lube  
Headlights - check and adjust if necessary  
Exhaust System - check for damage and leaks  
Sunroof Frame - clean and lubricate  
Road Test - check system functions during and after

I interpreted the Sunroof Frame - clean and lube as cleaning the sunroof rails and applying the expensive lube (*over \$20 a tube!*).

Gonna be interesting to see if they hide behind that to decline the warranty.

Member

Re: Wet floor [redacted] »

« » 10:55 AM 10-10-2005



Offline

Member Since  
10-10-2005  
9 posts

Baltimore MD  
02 Passat, 03  
Jetta Wagon 1.8t,  
72 Sonett

this can't be a sunroof drain issue, check the thread, at least one guy who had this problem doesn't have a sunroof.

Member

Re: Wet floor [redacted] »

« » 11:43 AM 10-10-2005

Offline

Member Since  
2-1-2001  
171 posts

Potomac, MD  
Maryland  
2002 Passat GLX  
variant

If it's not the sunroof drain, how do you explain replacement of my air pollen filter gasket and it not solving the problem?

They just replaced my air pollen filter under warranty and my car has 40K miles on it (and my car was never brought in for the 20K service checkup). If there's a drain issue with the sunroof, this should be covered under the bumper to bumper warranty as well.

Also, the check list for the sunroof portion states "clean and lubricate." They are not specific as to what it is they are "cleaning." They mention nothing about the drains.

Modified by [REDACTED] at 11:46 AM 10-10-2005

Modified by [REDACTED] at 11:48 AM 10-10-2005

---

2002 Passat GLX Variant, Tiptronic, Blue Anthracite, Gray leather

[REDACTED]  
Member

Re: Wet floor [REDACTED] »

« » 11:56 AM 10-10-2005



Offline

Member Since  
10-10-2005  
9 posts

Baltimore MD  
02 Passat, 03  
Jetta Wagon 1.8t,  
72 Sonett

i don't have an answer, but if cars without sunroofs have a problem then...

i just got a hold of the dealer and when i said water in the passenger floors, she said - and i quote- "yet another one...several calls came in from saturday on."

so at least the dealer is prepped for the problem.

i'll let you know what they report.

---

02 Passat blue anthracite, tan leather -  
03 Jetta Wagon 1.8t reflex silver  
72 Saab Sonett bright green

Re: Wet floor [REDACTED] »

« » 11:59 AM 10-10-2005

[REDACTED]  
Member

Offline

Member Since  
2-1-2001  
171 posts

Potomac, MD  
Maryland  
2002 Passat GLX  
variant

ModernVW ... thanks in advance!

---

2002 Passat GLX Variant, Tiptronic, Blue Anthracite, Gray leather

[REDACTED]  
Member

Re: Wet floor [REDACTED] »

« » 6:48 PM 10-13-2005

Offline

Member Since  
1-16-2001  
41 posts

Rochester NY  
2001.5 VW Passat  
Wagon

This may be too obvious and not relate . . . but . . . I had water in my Passat once and the dealer told me to check the rubber hose-like things that stick out in front of the front door frames. These black rubber tubes appear to come from the engine housing. However, from what I understand the "plumbing" of the Passat may route water there from elsewhere (e.g. sunroof).

Anyway these tubes can get clogged up with leaves, pine needles, etc.

If you just squeeze them at the end, they open up. If there's a back up of junk and water, the squeeze can be enough for the stuff to flow out.

I know you're looking at water around the back footwells, but depending on the pitch of where you're parked, water may end up there from some other part of the car.

Anyway, this tip worked for me.

---

2001.5 1.8T Variant/Reflex Silver/5 spd/Grey Leather/Luxury/Monsoon/weather tech cargo mat/Goodyear TripleTred Tires/dog barrier/dog

Member

Re: Wet floor [redacted] »

« » 9:05 AM 10-14-2005



Offline

Member Since  
10-10-2005  
9 posts

Baltimore MD  
02 Passat, 03  
Jetta Wagon 1.8t,  
72 Sonett

Just got my car back from the dealer and i think i am very happy. apparently there were others around here with the same issue. the dealer cleaned out and "modified," (i don't know what that means) the sunroof drains and the pollen filter housing. they also replaced the transmission control unit among some other small stuff. But the best was they put new carpets in. I only had water on the passenger side but they replaced both sides. It might be the VOCs talking but it smells like a new car. there is still the factory plastic on the carpet and i don;t want to take it off yet.



---

02 Passat blue anthracite, tan leather -  
03 Jetta Wagon 1.8t reflex silver  
72 Saab Sonett bright green

Member

Re: Wet floor [redacted] »

« » 1:40 PM 10-14-2005

Offline

Member Since  
2-1-2001  
171 posts

Potomac, MD  
Maryland  
2002 Passat GLX  
variant

Modern VW ... what a great deal ... all new carpets! My car is still at the dealer (day 4 now) with no resolution yet. I should bring it to your dealer or demand new carpets for our Passat. What dealer did you take it to for repair? Also, was your repair fully covered under your BtoB warranty?

---

2002 Passat GLX Variant, Tiptronic, Blue Anthracite, Gray leather

Member

Re: Wet floor [redacted] »

« » 1:52 PM 10-14-2005



Offline

Member Since  
10-10-2005  
9 posts

Baltimore MD  
02 Passat, 03  
Jetta Wagon 1.8t,  
72 Sonett

my key to VW happiness is to buy your car where you are going to get it serviced. that way there is a bit more pressure to perform. I go to Valley Motors north of baltimore and they really give excellent service. i have now bought two cars from them and with friends sold them about four jettas, still waiting on my commission check ☹. i may not get the lowest price possible but it really pays for itself come problem time. i got no attitude or questioning of whether warantee would cover it (i paid \$0 forr this).

i don't know if they would do the same for you but it might be worth a try. where did you buy yours?

---

02 Passat blue anthracite, tan leather -  
03 Jetta Wagon 1.8t reflex silver  
72 Saab Sonett bright green

Member

Re: Wet floor [redacted] »

« » 2:43 PM 10-14-2005

Offline

Member Since  
2-1-2001  
171 posts

Potomac, MD

I bought mine in Springfield, VA, but it's quite a haul from my house, so I took it to a more local dealer. By the way, the service guy just called me to state that their specialist checked my car out and there are no leaks. However, my carpet was still soaked underneath. They said it was residue and that it would dry on its own. What a bunch of crap .. they're just trying to wear me

Maryland  
2002 Passat GLX  
variant

down now.

---

2002 Passat GLX Variant, Tiptronic, Blue Anthracite, Gray leather

Member

Re: Wet floor >>

<< >> 2:53 PM 10-14-2005



sounds like you are getting the shaft.

Offline

if you have a dehumidifier, get a piece of soft flexible duct and tape it to the intake of the dehumidifier and loop the other end in the car window. you may need to close off the rest of the window with some cardboard to you dont suck moisture from the air.

Member Since  
10-10-2005  
9 posts

that ought to get it nice and dry in the cabin.

Baltimore MD  
02 Passat, 03  
Jetta Wagon 1.8t,  
72 Sonett

is it still under warrantee?

---

02 Passat blue anthracite, tan leather -  
03 Jetta Wagon 1.8t reflex silver  
72 Saab Sonett bright green

Member

Re: Wet floor >>

<< >> 3:00 PM 10-14-2005

Offline

Member Since  
2-1-2001  
171 posts

Thanks for the advice. Yes, the car is still under warranty. I'm on the phone right now with VOA customer service. This whole experience, starting from last week, is documented with VOA corporate.

Potomac, MD  
Maryland  
2002 Passat GLX  
variant

I told the VW US Customer Service people that I should be picking up my car with dry carpets. I shouldn't have to deal with trying to dry them out myself (the smell will linger on indefinitely as well).

---

2002 Passat GLX Variant, Tiptronic, Blue Anthracite, Gray leather

Member

Re: Wet floor >>

<< >> 3:14 PM 10-14-2005




yeah water is bad, very very bad.

Offline

the transmission control unit is there too. thats gotta stay dry.

Member Since  
10-10-2005  
9 posts

i feel for you man. its dealer crap like this that keeps VW out of the lux segment. 

Baltimore MD  
02 Passat, 03  
Jetta Wagon 1.8t,  
72 Sonett

for whatever its worth, so far i have been in contact with VOA twice. i had a 92 passat with that great 16v engine, its timing belt broke at 55000 miles, not due to be replaced until 60k. they covered a new head and all i paid was for the belt change. the other time was for a 91 passat wagon, which had a transmission go bad at the dealer for muffler work. new trans at no cost.

so VOA can do good things.

---

02 Passat blue anthracite, tan leather -  
03 Jetta Wagon 1.8t reflex silver

72 Saab Sonett bright green

Member

Re: Wet floor ( ) »

« » 5:55 PM 10-14-2005

Offline

Member Since  
2-1-2001  
171 posts

Potomac, MD  
Maryland  
2002 Passat GLX  
variant

The nightmare continues. I picked the car up tonight and the rear floor is still as soaked as it was when I picked it up the first time last Saturday. The dealer has had the car for a total of 4 days now. They claim that it is not leaking anymore, yet the carpet, padding and floor are still soaked. I'm not sure if anyone even looked at it this time. When the guy drove the car around, I looked in the front passenger side and the comfort computer and molding were sitting there laying on the floor ... unbelievable and depressing all at the same time.

I then spoke with the service manager at the dealership and he said they will "try" to get me a loaner as I have now demanded that the carpet and padding be pulled out and completely dried or replaced, if necessary. I also explained to him that VW Corporate said VoA would pick up the cost of new carpet and padding if the dealer calls them and deems it as necessary to replace. Drying and/or replacing the carpet will take a minimum of 3 days.

The only way to tell if the leak is fixed is to have dry carpet and see if it gets wet again. My carpets were soaked and are still soaked. How can this clown claim there's no leaks when he can't check to see if "dry" carpet is staying dry.

When will this nightmare ever end?

2002 Passat GLX Variant, Tiptronic, Blue Anthracite, Gray leather

Member

»

« » 6:05 AM 10-15-2005

Offline

Member Since  
8-23-2004  
544 posts

New York NY  
2001.5 Passat  
GLS 1.8T 5spd  
Blue Anthracite

Just go to ModernVW's dealership! You're in the same state after all...Maryland isn't that big right?

Check out my band!

[Leaving Kinzley](#)

Member

Re: ( ) »

« » 9:33 AM 10-15-2005

Offline

Member Since  
2-1-2001  
171 posts

Potomac, MD  
Maryland  
2002 Passat GLX  
variant

I'm about an hour and a half from ModernVW's dealership. My biggest problem is trying to get a loaner car from a dealer, as my car will be in the shop for a minimum of 3 to 4 days. VW dealers aren't very willing to give loaner cars out, especially when they know you didn't purchase your car at their dealership.

2002 Passat GLX Variant, Tiptronic, Blue Anthracite, Gray leather

Member

»

« » 10:05 PM 10-16-2005

Offline

Member Since  
3-12-2002  
52 posts

Thought I would chime in here. As a 99 owner i have lived with this problem for a long time. I

Jacksonville  
Florida  
1999 VW passat

always read the threads hoping a permanent solution has been found. I have tried all the solutions mentioned but still have the wet floor. Maybe we could force a recall from VW since mold could be a health issue. probably a stretch here. Also once I did notice after a heavy rain the previous night there seemed to be water on the lower door sill inside the gasket. Maybe the door gasket is not sealing properly and water drain from the door is leaking inside. Hve not had a chance to explore this yet as a hot day in the Florida sun seems to dry it pretty quickly.

Member

Re: [REDACTED] »

« » 7:28 AM 10-17-2005

Offline

Very frustrating indeed. VW Corporate and their dealerships act like my problem is so rare, when I see people with this water leak problem all over the internet.

Member Since  
2-1-2001  
171 posts

I don't have confidence that the fresh air pollen filter replacement will correct my problem. Again, the only area that is getting wet is the "rear" passenger footwell. The front passenger footwell, under the carpet, is and always has been, completely dry. If it's just getting only 1 of the 4 floor areas wet, don't you think they could narrow down the problem.

Potomac, MD  
Maryland  
2002 Passat GLX  
variant

By the way, I did visually inspect my rear sunroof drains (they are way back there!). They appear to be, at least at the openings, clear of any debris. I can't, for the life of me, find where the rear sunroof drains are exiting the car. I saw a thread with a picture of rear drains, but my car appears to not have the rubber nipples hanging down from below the car. My front drains in the door are, however, exactly as pictured in another person's thread. Does anyone have a picture of what the rear exit drains would look like on a B5.5 Passat?

---

2002 Passat GLX Variant, Tiptronic, Blue Anthracite, Gray leather

Member

Re: [REDACTED] »

« » 8:37 AM 10-17-2005

Offline

I had a 2003 GLX, which was supposed to have the new improved cabin air filter/gasket setup, yet i still had water under the rugs.

Member Since  
2-14-2003  
2690 posts

I also had transmission connections in the right kick panel corrode away completely, pins were totally gone, the trans ecu had water in it, and its connections were all white and corroded.

Voorhees NJ  
2005 Acura TL 6  
speed manual

I have no idea where the water got in, I garaged the car, the rugs were never wet, I never open the sun roof....

I traded the car in on the TL after cleaning things up a bit, but it would have been a bit like a flood car, once things get wet, they are never the same, in my case, the trans ecu would have to be replaced, along with the entire wire harness, and likely the comfort module under the drivers rug, along with its wire harness, plus who knows what else. On top of all that, I never figured out where the water was getting in, all the drains were clear, had the battery out and it was clean under there also.

I know I would have been back to the dealers like 50 times over and over as they replaced stuff and possibly ruined other stuff working on the wire harness, the ecu,s, looking for the leak, etc...

I had other problems with the car, some of which might have been corroded connections inside the car, the constant evap system alarm, the entire 2 year old car was a real mess....

Brett

Member

Re: [REDACTED] »

« » 8:53 AM 10-17-2005



Offline

after seeing in person the real volume of water that got into my car simply can't believe its the sunroof drains. after a heavy rain that lasted 8hrs (7") i had 1 1/2" deep standing water on top of the carpets in the rear foot well. it was deep enough that it spilled into the front foot well and i took out about 16 gallons (the volume of my shop vac).

Member Since  
10-10-2005  
9 posts

Baltimore MD  
02 Passat, 03  
Jetta Wagon 1.8t,  
72 Sonett

so for a closed sunroof to leak like that seems crazy, the catchment area just isn't that big. however, the pollen filter area takes all the water runoff from the front half of the roof, more if its a wagon, and the windshield and directs it into one spot. my theory is that this filter seal fails with a deformed filter housing and then it spills into the air heater area then the vent tubes that then send it to the rear vent location under the passenger seat. that's why the back gets it worse than the front. this theory was at least partially substantiated by the service manager.

but it is a good idea to have the sunroof drains clean.

good luck - why not go to valley motors, get a cheap rental and leave it for a week.

---

02 Passat blue anthricite, tan leather -  
03 Jetta Wagon 1.8t reflex silver  
72 Saab Sonett bright green

Forum Elder

Re: [REDACTED]

<< >> 3:04 PM 10-17-2005



Does it look something like this?



Offline

Member Since  
8-10-2000  
15821 posts

The problem in my parents' Passat was that the drain holes under the battery tray (and where was the other one again) were clogged by leaves.

Finland, European  
Union  
'03 SEAT Cordoba  
, 1.4 Sport

In heavy rain the water level then rose in there and when it reached the hole for the interior heater cable (installed by dealership prior to pickup), it was free to flow inside to the passenger side footwells.



Also the AC intakes are there, so I guess it could enter from there, too. Last summer (2004) was a VERY rainy one in Finland, so what happened to my parents wasn't the only one.

PM me if you need to know how to left the carpets to dry it properly.

---

My car gets 40 mpg on highway... which is nice.  
[my deviantART](#)

*Quote, originally posted by pcsario »*

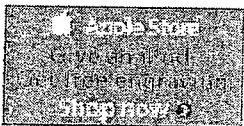
Yeah, I was just as surprised when I noticed it also has headlights, a roof, windows attached to the rear door, and a trunk! Wow... so similar, who would've thought?

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Passat (B5)

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