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Suitland Maryland [REDACTED]  
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June 12, 2008

VIA Regular Mail

**USA Department of Transportation  
National Highway Traffic Safety Administration**

Attn. **Office of Defect**  
Investigation 1200 New Jersey Ave. S.E. West Bldg.  
Washington, D.C. 20590  
[REDACTED]

*\*only read the  
highlighted area.*

2003 VOLKSWAGEN PASSAT GLS

To Whom It May Concern,

I have been a customer with Volkswagen for several years. It has been 3 years since I have written a complaint to Volkswagen about my 2003 Passat GLS.

I am dedicated with taking my 2003 Passat to Karen Radley Acura Volkswagen located on 142000 Jefferson Davis Highway in Woodbridge Va. I make sure I keep the maintenance of my car sufficient. I deal with two excellent Volkswagen Reps. (Darryl McMillion and Stacey Neely). They are very attentive to my car. I could not ask for two better representatives of your company.

However, I have endured several recalls with the 2003 Passat car, but I never complained about them. My car has been experiencing one mechanical problem after another. I am requesting that Volkswagen takes care of my problems with no hesitation.

My last recalls pertained to the defect in my Coolant System and heated seats. Your organization gave me a **10year warranty on the Coolant System**, so I am suspecting that this mechanical area has been a serious problem with Volkswagen. The heated seats had a recall, but I was reluctant to get the seats done because I enjoyed the heated seats. Volkswagen Rep., Darryl McMillion expressed to me that I could be held liable if someone was burned by my heated seats. Therefore, I changed my mind and let Karen Radley handle the electrical problems. **Now my heated seats do not work at all!**

I have to travel very far (from D.C. to Va.) in order to get my car serviced, so this issue is of great concern. I have complained to Volkswagen of Karen Radley that I have been

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experiencing fumes smells in my car and that the gas has been burning out extremely fast. In 2006 there was a recall on the fuel pump (VW 2003 Passat with 1.8L Turbo or 2.8L V6 Engine). This issue may be a factor of why the car has been functioning improperly. **I am afraid the fumes will make my passengers sick as well as my self.** This 2003 Passat burns out gas at an alarming rate. **I know that there is a problem with my car.** Cars do not burn gas that quickly. I know that gas is an issue world wide, but I spend \$100.00 dollars or more a week putting gas in my car. **"Again something is terribly wrong".**

Karen Radlely expressed to me that there was not a problem. **"I beg to differ"** with Volkswagen of Karen Radley. **\*I know that something is wrong with the fuel system. I am hoping that Volkswagen also give an extended warranty on my fuel pump system just as they did with the coolant system.**

Throughout all the recalls I still remain a loyal customer of Volkswagen. **"I have always wanted to own a VW all of my childhood life"**. I did not think that owning a Volkswagen would be so unsatisfying! **My car will be paid off next year and I would like to continue having a running car.**

My car is still under warranty therefore, I would like immediate attention to this matter. Your expeditious attention would be greatly appreciated. Please forward me your response in writing to the above address. I am a dedicated customer of Volkswagen, but only a dedicated customer can endure but so much. I am hoping that VW will take care of these issues. My car and all the recalls and the corporation malfunctions are your responsibilities.

Sincerely,



Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326  
Tel. 1 800 893 5298

March 2006

**Subject: Safety Recall M7**  
**2003 Model Year Passat with 1.8L Turbo or 2.8L V6 Engine**  
**Replace Fuel Pump**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2003 model year Volkswagen Passat vehicles. Our records show that you are the owner of one of these vehicles.

**What Is The Problem?**

Volkswagen has decided that the fuel pump on some affected vehicles may contain a carbon brush set that is susceptible to premature wear. This could lead to an inoperative fuel pump and, ultimately, interrupt or even stop the fuel supply to the engine. If fuel flow to the engine is interrupted, the vehicle could stall without warning and thus present a potential risk of crash.

**What Will Volkswagen Do?**

In order to correct this defect, we will replace the fuel pump on your vehicle.

**What We Would Like You To Do**

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take about two hours and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

To help expedite this repair, we ask that the fuel level in your vehicle be at approximately one-quarter (1/4) of a tank or less on the day of your scheduled appointment, if possible.