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Colonia, NJ ██████████  
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2008 SEP 10 AM 10:31

CL-10242589-5558

September 1, 2008

To:

US Department of Transportation  
National Highway Traffic Safety Administration  
Attention: Associate Administrator for Safety Assurance  
1200 New Jersey Ave SE, West Building  
Washington, DC, 20590

Dear Associate Administrator for Safety Assurance,

I purchased my 2007 Jetta in October 2007. Over the months since, a rattle in the front windshield developed that slowly grew in intensity and annoyance. This is the stock windshield that came with the car. It had not been previously damaged. The vibrating/rattle noise eventually grew loud to the point where the car was irritating to drive, but I could prevent the noise some of the time by putting a piece of cardboard or wood between the windshield and the rubber dashboard.

The real problem resulted in mid July, when I was standing outside the car trying to ascertain the location of the rattle to see if I could somehow solve the problem. While standing outside the car, I lightly tapped the inside of the windshield. With my first light tap, the entire portion of the windshield near where the rattle came from cracked into a spiderweb. I was astonished by how lightly I had pressed on the glass and how easily it simply broke. I immediately was concerned for my safety and was thankful that no rocks or debris had hit my windshield previously, because it probably would have smashed right through and into myself and passengers. The windshield broke as easily as a dried leaf. The bottom line is that the windshield was a hazard, and it broke from the inside due to a light tap. I would imagine that this should be impossible. It also no longer rattles.

The next day, my airbag light went on. So I immediately set an appointment with the Volkswagen dealer convenient to my work location, Princeton Volkswagen. Upon arriving to Princeton Volkswagen and telling my story, I was immediately rebuffed by the service manager, Dino Ferrante, who insisted that the windshield broke because it was hit by a rock. This is simply not the case, and the attached pictures will show you that the pattern of the crack is inconsistent with a rock hitting the front of the windshield at speed. Dino ignored my detailed explanation of the real issues with the Jetta, and rudely told me that I was lying. He also said that the air bag warning light had nothing to

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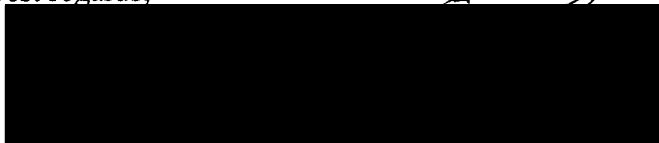
do with the windshield, which astonished me because of the timing of the two events. In addition, he stated that if the windshield was installed defectively or if there was a defective seal around the windshield, that it was not Volkswagen's responsibility because the windshield was now broke.

At this point, they fixed whatever it was that made the airbag light go off, but will not do anything for the windshield. I have not been told what the airbag defect was.

I maintain that this car has been manufactured with defects that are a danger for me, my wife, and my 9 month old daughter. I am glad to say that nobody has been hurt, but the dangers presented by a defective windshield and airbag system are extremely concerning to me. I am writing you with the hopes that you can address these issues, which Volkswagen will not. Others may have similar issues, in that I cannot believe this scenario is unique to my car.

Please feel free to contact me if I can provide assistance or help in any way.

Best regards,

A large black rectangular redaction box covering the signature area.A small black rectangular redaction box covering a line of text, likely a phone number or email address.

# PRINCETON



Route 206

902 ROUTE 206 PRINCETON, NJ 08540  
(609) 921-6401 FAX (609) 921-2036

CUSTOMER NO.	ADVISOR <b>DINO FERRANTE</b>	2778	TAG N	INVOICE DATE <b>08/01/08</b>	INVOICE NO. <b>AVCS776411</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>30,626</b>	COLOR <b>7</b>	STOCK NO.
<b>COLONIA, NJ</b>	YEAR / MAKE / MODEL <b>07 / VOLKSWAGEN / JETTA 2.5</b>			DELIVERY DATE <b>02/19/07</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>3 V W S F 8 1 K 3 7 M</b>			SELLING DEALER NO. <b>406485</b>	PRODUCTION DATE <b>09/06/06</b>
	F.T.E. NO.	P.O. NO.		REGISTRATION <b>08/01/08</b>	
	COMMENTS				<b>MO: 30626</b>

JOB# 1 CHARGES

LABOR - AIR BAG SYST DIAG TECH(S):4650 INTERNAL  
 J# 1 50VKZ19  
 CUST STATES AIR BAG LIGHT IS ON  
 CHECK AND ADVISE  
 VEHICLE REQUIRES TSB UPDATE FOR WIRING REPAIR  
 CUST WILL SET UP APPT FOR REPAIR

**NOTICE TO CONSUMER:  
PLEASE READ IMPORTANT  
INFORMATION ON REVERSE SIDE**

JOB# 1 TOTALS

JOB# 1 JOURNAL PREP AVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR - GLASS TECH(S):999 INTERNAL  
 J# 2 04VKZ06  
 CUST STATES WINDSHIELD IS CRACKED. 2207 JETTA. CUST HAS QU  
 ESTION ABOUT WARRANTY, STATES SHOULD BE COVERED REPAIR  
 SERVICE MANAGER INSPECTED VEHICLE AND SERVICE ADVISOR  
 INSPECTED, FRONT WINDSHIELD HAS SPIDER CRACK ON DRIVERS  
 SIDE OUTSIDE GLASS AND IMPACT AT CENTER, INSIDE OF GLASS  
 IS INTACT ADVISED CUSTOMER

**IMPORTANT**

THANK YOU FOR CHOOSING  
 OUR SERVICE DEPARTMENT. YOU  
 WILL BE RECEIVING A SURVEY SHORTLY.  
 WE WOULD APPRECIATE YOU GIVING US  
 A "COMPLETELY SATISFIED" RATING. IF  
 FOR ANY REASON YOU ARE NOT  
 "COMPLETELY SATISFIED"  
 PLEASE CALL OUR SERVICE  
 MANAGER.  
 THANK YOU.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREP AVCS JOB# 2 TOTAL 0.00

COMMENTS

WAITING/APP MD 07/28/08:LM  
 NEXT SERVICE 30K DUE AT 30,000 MILES  
 DELETED OPERATION(S)  
 04VKZ08 HEADLAMP INSPECTION

TOTALS

*****	TOTAL LABOR....	0.00
*****	TOTAL PARTS....	0.00
*****	TOTAL SUBLET....	0.00
*****	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG....	0.00
*****	TOTAL MISC DISC....	0.00
*****	TOTAL TAX.....	0.00
*****	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR YOUR BUSINESS!!

ADDITIONAL RECOMMENDED SERVICES SECTION

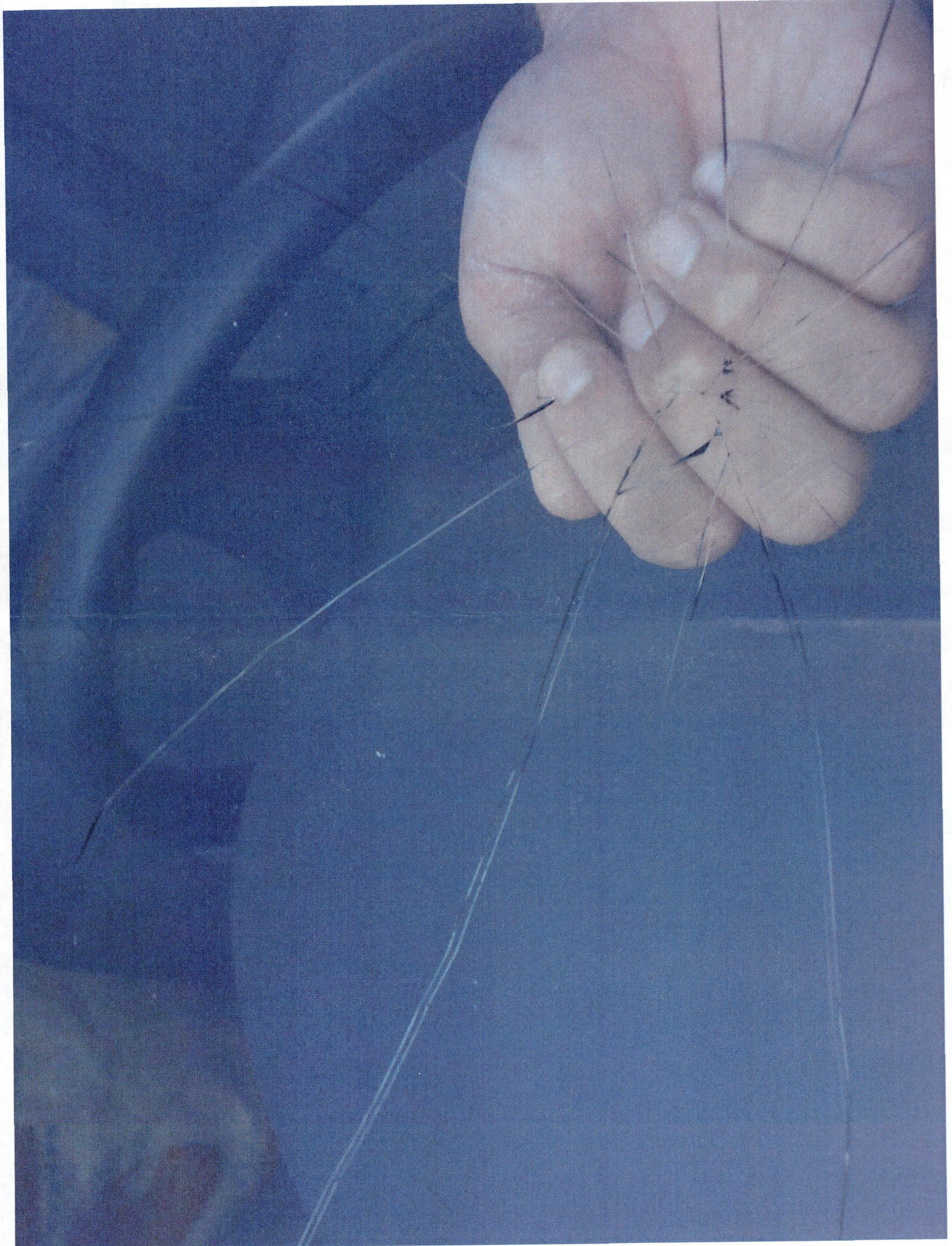
OPERATION NO.	OPERATION-DESC	RC	RC COMMENTS
01VKZ030	30000 MILE SERVICE	1	WILL COMPLETE AT NEXT VISIT

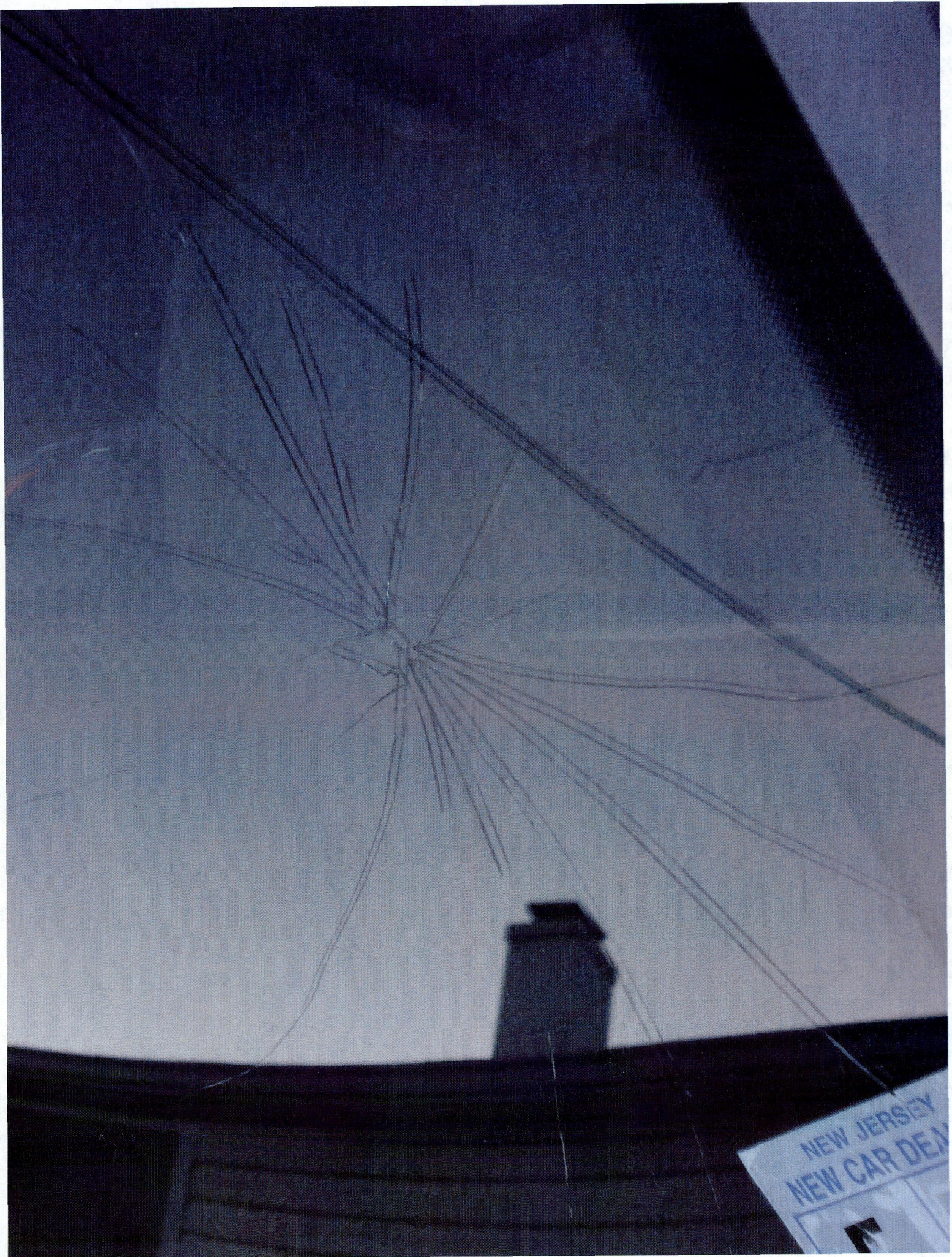
CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY  
 THAT THE INFORMATION CONTAINED HEREON IS ACCU-  
 RATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED  
 WERE PERFORMED AT NO CHARGE TO OWNER. THERE  
 WAS NO INDICATION FROM THE APPEARANCE OF THE  
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR  
 REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN  
 ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE.  
 RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR  
 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT  
 THE SERVICING DEALER FOR INSPECTION BY MANUFAC-  
 TURER'S REPRESENTATIVE.

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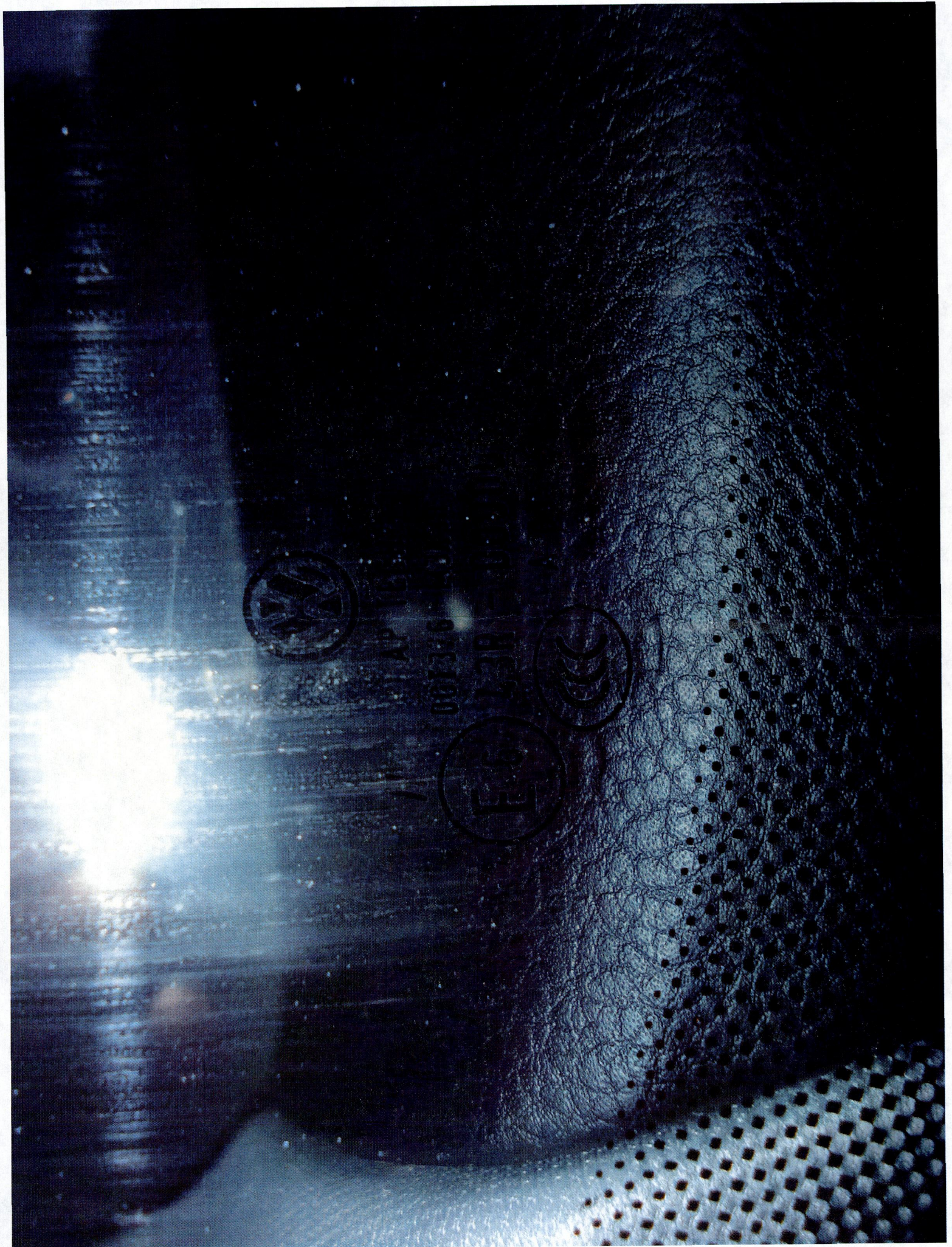


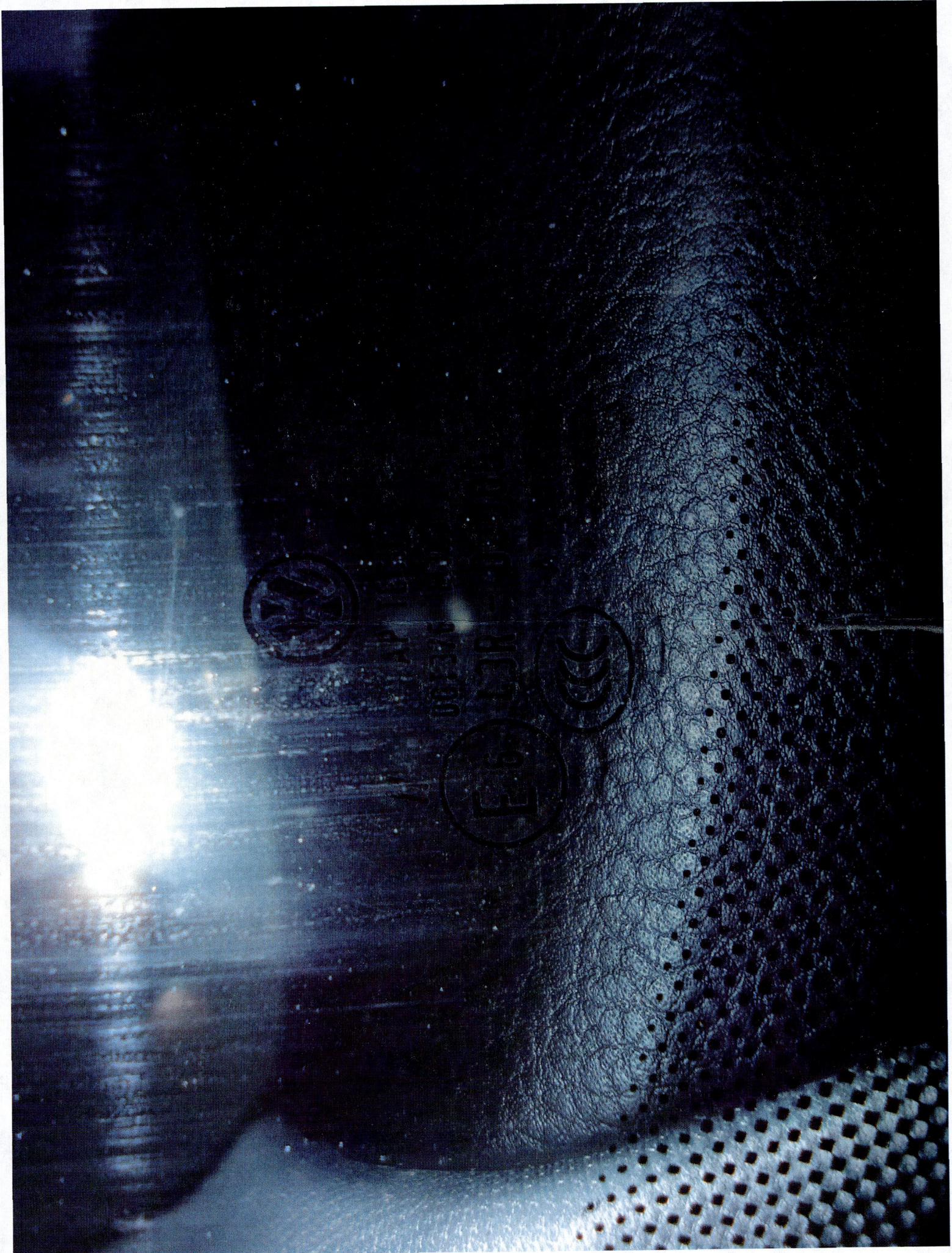




NEW JERSEY  
NEW CAR DEM  
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