

CL-10331180-4476

JUN 14 2010

To: Volkswagen of America  
2200 Ferdinand Porsche Drive,  
Herndon, VA, 20171

CC: Office of Defects Investigations/CRD, NVS-216  
1200 New Jersey Ave SE  
Washington, DC 20590

From: [REDACTED]  
Charlotte, NC [REDACTED]

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Re: Exploded fuel tank of  
Volkswagen Golf GLS TDI, 2005  
VIN: 9BWGR61J354 [REDACTED]

Dear customer service representative,

On May 12<sup>th</sup>, 2010, while driving at speed of 55 miles per hour, fuel tank of of my Volkswagen Golf exploded.

I contacted Volkswagen of America (VwoA case #100-179-781), and delivered the car to Carolina Volkswagen dealership for repair and investigation. Resulted damage to the car, including bodywork, exceeded \$2,500.

What more important is that Volkswagen failed to identify the root cause of the incident. Base on information provided to me by VWoA representative, and the dealership, the reason for explosion was not identified.

I preserved replaced parts, and after careful inspection, it appeared that possible root cause was in **detected electrical connector of the fuel pump located inside the fuel tank**. I contacted VWoA again (case #810-003-999), but the only response I heard was that the case is closed, and Volkswagen is not going to investigate it further.

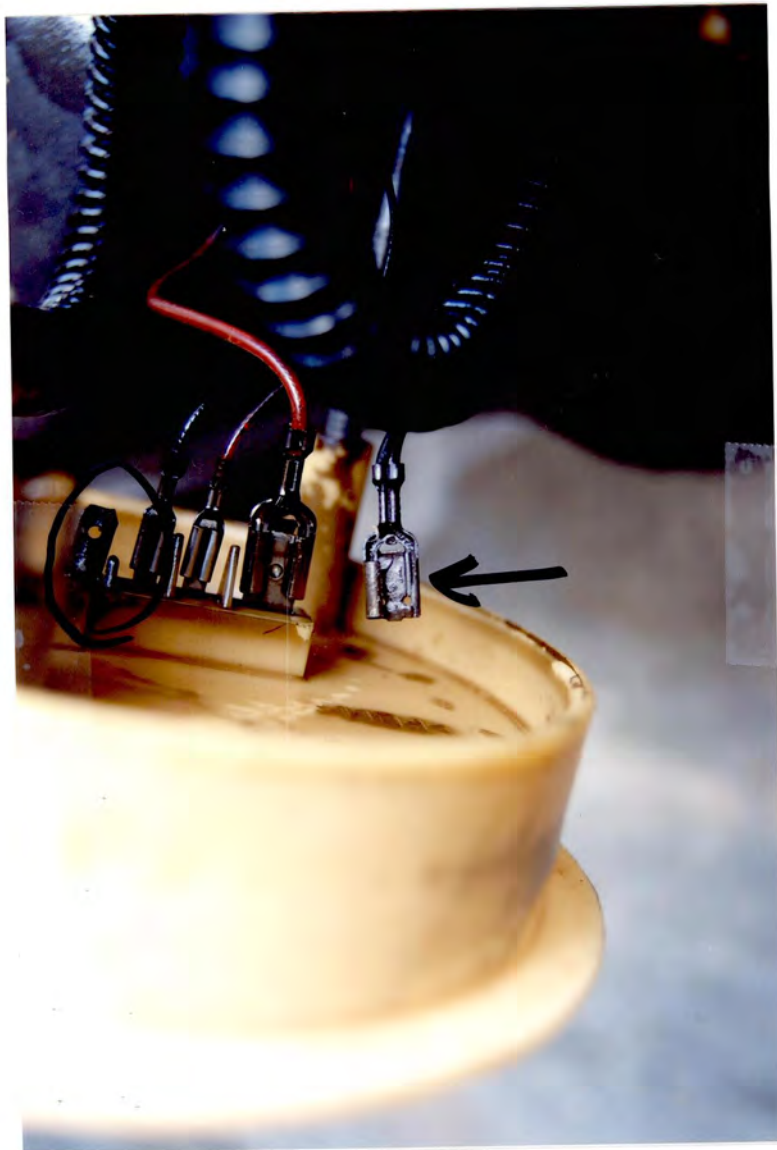
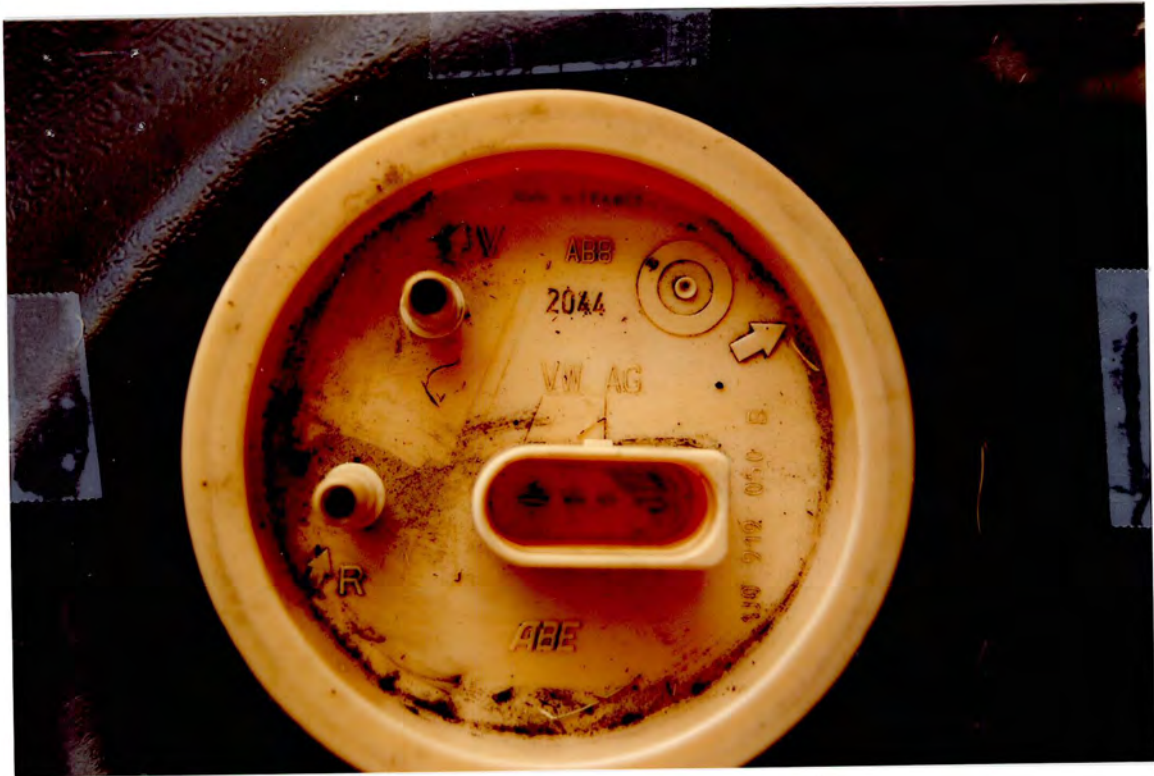
In my opinion, fuel tank should never explode, especially on the vehicle that is just 5 years old, and maintained according to manufacturer guidelines by certified mechanics at Volkswagen service centers. Similar defects in electrical connectors, might endanger lives. I would like to ask Volkswagen of America investigate the incident thoroughly, and take action to save lives and prevent possible injures of Volkswagen drivers, and their passengers.

I have attached pictures of the pump serial number and defected contact. The original parts can be provided at your request.

Sincerely,

[REDACTED]  
June 8<sup>th</sup>, 2010

KB  
06/22/10  
TGW





Charlotte, NC



CERTIFIED MAIL™



7010 0290 0001 9233 5529



W418-226

Office of Detects Investigations  
CRD, NVS-216  
1200 New Jersey Ave SE  
Washington, DC 20590

