

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

August 23, 2010

NHTSA Headquarters

Office of defect Investigations room NVS210

1200 New Jersey Ave SE

West Building

Washington D.C., MD 20540

AUG 31 2010

[REDACTED]
Southfield, MI [REDACTED]
[REDACTED]

Re: Update to complaint case # 285688

While having my son's car repaired one of the mechanics on duty at Pep Boys (Farmington Hills, MI) on 8/13/2010. Informed me that there were three other Volkswagen vehicles in for the same repair. My son's Jetta, Golf and a Passat. He continued to state that two of the said cars have the exact same calipers and strut system. A faulty designed system in which they frequently repair. Mainly effecting the years 1999-2003 as with the case with my 2000 Jetta. Not only had Suburban Imports known of this existing problem they covered it up by putting new brakes on the car. Their blatant disregard for consumer safe is a crime and should not go unpunished. I am including two websites that have record of the same problem occurring over a wide expanse of year.

Sincerely,
[REDACTED]

MC
090210
12W

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2000 Volkswagen Jetta

Brake Noise, Bad Caliper

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TYPICAL REPAIR COST:

\$450.00

MOST COMMON SOLUTIONS:

1. had dealer replace rear caliper (1 reports)

AVERAGE MILEAGE:

57,000 MILES

\$ 0

PRETTY BAD

TOTAL COMPLAINTS:



BRAKES PROBLEM

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HELPFUL WEBSITES ABOUT THE 2000 VOLKSWAGEN JETTA, BRAKE NOISE, BAD CALIPER



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#1

2003

OCT 29
(REPORTED ON)**Jetta GS**
57,000 MILES

Just had to take my 2000 Jetta in because of some brake noise in the back end. I just replaced my rear brakes about 6 months ago so I was a little disturbed to already be having problems (for some reason the back brakes went way before the front brakes). Anyway, the shop specializes in VW's, Audi's etc and let me know that I had a bad caliper on the the passenger back side and would have to be replaced. The VW replacement caliper was \$239.00 for the part alone!!! The manager told me that after the 2000 body changeover he has seen many, many Jettas with the same problem and he believes VW is sending out bad calipers on many cars.

Jeff W.

New Albany, IN, USA

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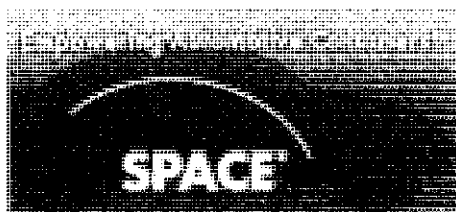
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Volkswagen Jetta Brakes and Rotors

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rear brake calipers by [madfisherman](#)

Nov 24, 2009 (8:45 am)

trying to change brake pads and can not get the piston to collapse. Tried turning and pushing but will not move. Even tried to loosen the bleeder and still will not move. any suggestions???



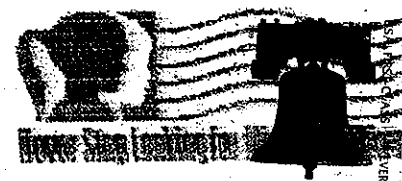
Replies to this message:

- [thess02 \(Nov 24, 2009 9:34 am\)](#)
 - [madfisherman \(Nov 24, 2009 11:00 am\)](#)

Southfield, MI

METROPLEX MI 400

24 AUG 2010 PM 6 T



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