

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received JUN 29 2011		Repository ☐			
		23-MAR-2011		Reference No. 10392649			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number	
Name						E-mail Address	
Address							
City		State		Zip Code		Evening Telephone Number	
KANSAS CITY		MO				SAME	
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side VWVUK63B53P				Make VOLKSWAGEN		Model PASSAT W8	
						Model Year 1993 2003	
Date Purchased FEB. 2010		Dealer's Name and Telephone Number				Engine: 4.0 LTR.	
Original Owner ☐		Dealer's City		State		No: Cylinders 8	
Transmission Type		☒ Antilock Brakes		Powertrain		Fuel Type: GAS	
		☒ Cruise Control				Incident Date(s) 24-FEB-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING						Failure Mileage 78000	
						Failure Speed 35	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM9ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:			
Tire Component Code				Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)							
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured		Number of Deaths	
						Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).							
TL*THE CONTACT OWNS A 1993 VOLKSWAGEN PASSAT W8. THE CONTACT WAS DRIVING APPROXIMATELY 35 MPH WHEN THE VEHICLE BEGAN TO SHAKE UNCONTROLLABLY CAUSING DIFFICULTY IN THE STEERING. SUDDENLY, THE CHECK ENGINE WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. THE ENGINE STALLED WHILE ATTEMPTING TO DRIVE ONTO THE EMERGENCY LANE. WITHIN TEN MINUTES, THE CONTACT WAS ABLE TO RESTART THE VEHICLE AND DRIVE TO AN INDEPENDENT MECHANIC WHO INFORMED HIM THAT THE FAILURE WAS RELATED TO THE CAM SHAFT AND TORQUE. THE TECHNICIAN COULD NOT GUARANTEE THAT THE FAILURE WOULD NOT RECUR AFTER THE VEHICLE WAS REPAIRED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 78,000. THE VIN WAS UNAVAILABLE. 2003							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY							
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.							

[REDACTED] - KANSAS CITY, MO [REDACTED]

June 6, 2011

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE
Washington, DC 20077-9382

Dear Sir:

Please find enclosed paperwork relevant to a torque converter and cam adjustor problem which Volkswagen Group of America has known about since 2004 related to the VW Passat W8 (produced from 2003-2005). Yet even after hundreds of complaints, VW has done nothing, most likely because there is no know fix (only a temporary adjustment). By acknowledging a problem, Volkswagen would be responsible for compensation and an admission of guilt that they purposely failed to report the issue under the TREAD Act which has enormous legal and financial consequences.

The problem is extremely dangerous as the car can shake uncontrollably which is especially a hazard at a high-rate of speed. I would guess that there have been accidents and even deaths attributable to this issue.

On 3-24-11, Volkswagen of America contacted me by phone through a representative who would only identify herself as Skye. When I pointed out my complaint and the hundreds of references to the same problem on the Internet, she only replied "...you just can't believe what you read on websites." When I asked her for a written response from VW either acknowledging or denying the problem she refused. Her official response that she kept repeating was that "...Volkswagen takes no stand." When I pressed her if that meant I could continue to drive the car she flatly told me "...never drive the car again." Very, very strange. She also vaguely referred to the fact that VW engineers knew of the problem but their analysis was confidential.

I ask that you thoroughly investigate this issue before others suffer unneeded accidents.

Sincerely,

[REDACTED]

March 12, 2011

Jonathan Browning
President & CEO
Volkswagen Group of America
2200 Ferdinand Porsche Drive
Herndon, VA 20171

Dear Mr. Browning:

First let me say, that I have personally owned two Volkswagens and my wife has loyally purchased three, all in the last 12 years. I have found a VW (until this point in time) a fun driving experience and a seemingly dependable car. However, with that said, I must bring to your attention a serious matter that evidently VW Customer Care could "care" less about.

I currently own a 2003 VW Passat W8 with approximately 79,000 miles. Three weeks ago while driving down a busy street, the car started to drastically vibrate, the check engine light illuminated and the engine stopped. Luckily, I was able to guide the car to the curb nearly missing a collision.

After several minutes, I was able to start the car and drive it a short distance to my mechanic who specializes in German car repair. After running a computer diagnostic, he told me that there was an error code that is related to a torque converter and cam adjuster problem.

After leaving my car at his shop and getting a ride home, I began to research the problem via the Internet. To my surprise, I found literally hundreds of similar complaints related to this code and the VW Passat W8. I would direct you to one of these links where the problem is discussed in detail, <http://forums.vwvortex.com/showthread.php?3943349-03-Passat-W8-Torque-Converter-and-Cam-Adjuster-Problem-in-last-10-days> Evidently, the W8 had a major design flaw, namely that the casing filter screen never worked and in fact commonly disintegrates to clog the engine.

When I subsequently called VW Customer Care on 2/23/11 to inquire about the problem, I was told that there has never been one single customer complaint. I felt this extremely odd especially since I could easily document the problem on the Internet. The VW associate seemed uninterested in even reporting the problem (which he did not) and I had to almost beg to talk with his supervisor (first, he told me I couldn't speak to anyone else). Unfortunately, the supervisor seemed just as defensive.

When I asked if there were any service bulletins or recalls related to the problem she echoed the same script as her co-worker: no recalls and even if there were service bulletins, I was not allowed access to them (only a VW car dealership evidently has this privilege). When I asked for a number to a VW District Manager she said that I could not contact one directly (again only a dealer can). I also stated that I wanted this problem flagged for investigation though she said that was not possible. She ended the conversation by sarcastically stating that I "...shouldn't believe anything I read on the Internet."

After further intensive investigation of this problem, I have regrettably come to the following conclusion: Volkswagen Group of America has known about this issue since at least 2004. As far as I can discern, no service bulletins or recalls have ever been issued because there is no known fix. Simply, replacing the screen is not a permanent correction as it will only temporarily abate the problem. Ultimately, the same problem will occur again.

Understandably, as you know, 2005 was the last year for the W8 as this problem coupled with the fact that the car cost \$43,000 new did little to motivate consumer demand. By the way, after my conversation with VW Customer Service, I was sent a follow-up survey via email in which I asked for additional information from VW Group of America and a contact number for your legal department. The return email I received on 3/8/11 (#811001755) though cordial failed to address either of these concerns. In fact, I was told that VW Customer Care doesn't even know the contact info for your legal Department. I find that rather amazing.

Since, I cannot seem to get any logical response from anyone at VW Customer Care, I am asking you sir the following questions:

- (1) Does VW Group of America officially deny any problem related to the 2003 VW Passat W8's torque converter and cam adjuster?
- (2) Has VW Group of America ever investigated consumer complaints on the 2003 VW Passat W8 for torque converter and cam adjuster problems? If so what was the conclusion?

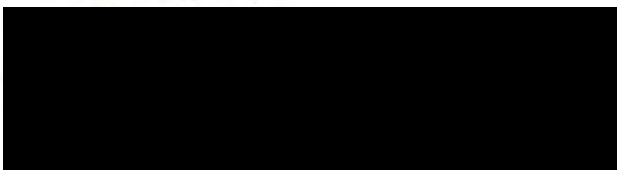
I am also miffed why VW Group of America has never reported this issue to the National Highway Transportation Safety Administration especially since under the TREAD Act (Public Law 106-414), VW Group of America must do so or risk severe penalties for noncompliance.

The bigger and more unfortunate disappointment is that VW Group of America unconscionably seems uninterested in notifying the public of this danger. I can only imagine the seriousness of encountering this issue when one is driving at a high rate of speed on a freeway. Luckily, I was only going around 35 mph. I would guess that there have been injuries and sadly even fatalities directly attributed to this engine flaw.

My VW W8 now sits on my driveway. Not only does my mechanic want \$8,000 for repairs (even though there is no "real" fix) to a car that has a book value of \$6,500 – but also most importantly I would be scared to drive the car.

I intend to contact the NHTSA (as well as the Missouri Attorney General) to file a formal complaint and to ask for an investigation as VW Group of America seems unwilling to admit a severe safety issue. I expect that you will expedite a response to me.

Sincerely,



From: WVoA Customer CARE <VWCustomerCARE@vw.com>
To: [REDACTED]
Subject: Volkswagen Customer CARE Case 811001755
Date: Tue, Mar 8, 2011 6:48 pm

Reference # 811001755

Dear [REDACTED]

Thank you for contacting Volkswagen. I understand you have experienced concerns with the torque converter and cam adjuster to your Passat, and you intend to file a complaint with the Missouri Attorney General and NHTSA. For this reason you would the contact information for Volkswagen's legal department and all technical information from Volkswagen regarding this concern. I appreciate the opportunity to respond.

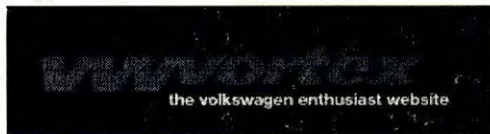
Volkswagen's Legal Department is not available for direct customer contact. Because the legal department is not a resource of the Customer CARE Center, I regret I do not have their contact information to provide you. Also, our Volkswagen dealerships are our technical resource and the Customer CARE Center does not have access to service bulletin and technical data regarding your concerns.

It is never our desire for a Volkswagen owner to feel as you do. The Customer CARE Center is available to assist customers who are dissatisfied with their vehicles. If there is any way Volkswagen can turn around your experience please contact us at (800) 822-8987.

If I may be of further assistance regarding this, or any other matter, please don't hesitate to contact me through our Customer CARE Center at (800) 822-8987. If I am not available, one of my colleagues will be able to assist you. In addition, you will soon be receiving a Volkswagen Customer Care satisfaction survey. Please take a few moments to complete this. Your feedback is important for it will allow us to serve you more effectively in the future.

Sincerely,

Rebekah B.
Customer CARE Advocate

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If this is your first visit, be sure to check out the **FAQ** by clicking the link above. You may have to **register** before you can post: click the register link above to proceed. To start viewing messages, select the forum that you want to visit from the selection below.

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Page 1 of 5 [1](#) [2](#) [3](#) [4](#) [5](#) [Last](#) [»](#)**Thread: '03 Passat W8: Torque Converter and Cam Adjuster Problem in last 10 days**[Thread Tools](#)[Search Thread](#)[Display](#)**dstathos**

07-21-2008 10:57 AM

[Reply](#)

#1

Semi-n00b

Join Date: Sep 30th, 2005

Posts: 18

A Few Complaints

'03 Passat W8: Torque Converter and Cam
Adjuster Problem in last 10 days

I've been reading this forum for years as I own an '03 Passat W8. Up until two weeks ago, this car ran like a top. I had heard about torque converter and cam adjuster issues on this forum, but, never had experienced it in the 95K miles I've owned this car (got it new).

After a routine oil change (religiously kept to the maintenance schedule), a CEL code popped up that was translated to a Torque Converter service for ~\$2.8K. Always one to hold cars unless it is financially no longer viable, I decided after consultation with the service manager and the mechanic to do this service.

Upon pulling into their garage, the car began a slight vibration (just slight) and another CEL code popped up, but, I did not have a reader available to see what the code was (dealer had cleared the previous one). I asked the dealer to check the code and consult with me once they reported to me what that code was. They never did.

After 5 days, I received a call that the car is ready, but, the CEL code that popped up was translated to a cam adjuster issue and would cost another \$6.5K-\$7K to fix. Feeling "bad", they decided not to charge me for the torque converter service and I limped home. They car now vibrates 10x as hard and spews black smoke.

I was told that the cats will fail once they fill up with carbon, so, this car is a total loss. So, I decided to take them to court.

Last Friday, I got a call from the dealer (service mgr) and they said that they are going to ask VW corporate to fix the car completely (for free) so that I can at least become a "semi-satisfied" customer. I said "We'll see".

My question to those of you in the forum is the following:

- * has the dealer ever tried to do something like this to you
- * were they successful in getting them to do the service?
- * was it VW corporate techs that fixed it?
- * did they car work like it did when you brought the car in to them in the beginning?

Thanks!

Dean

Reply
With
Quote



black4motion ◊

Member



Join Date: Dec 23rd, 2007
Posts: 173

Re: '03 Passat W8: Torque Converter and Cam Adjuster Problem in last 10 days

Reply

#2

~~(details)~~ Don't hold your breath waiting for VWOA to fix anything for free. I am in contact with them for the cam adjuster problem, and I'm even forking over my own money to do the clutch and O2 sensors (\$2-3K) and no one is budging. The car's been in the shop almost a month and as soon ass they "fix" it I'm going to sue everyone I can think of. Every W8 owner should be calling VWOA and raining hell, as well as contacting their states Atty General office.

Reply
With
Quote

VWTECHBOB\$ ◊

Junior Member

Join Date: Mar 18th, 2005
Posts: 24

07-22-2008 10:55 AM

Reply

#3

Re: '03 Passat W8: Torque Converter and
Cam Adjuster Problem in last 10 days

(dstathos)
As you know this was a common problem with the W8. When I was still at the dealer vwoa helped many times on the cam adjuster issue. You may also call vwoa for help. Just know that being nice is the key to getting the help. Pissed off customers get pushed aside. Good luck. If you were closer I could give you more help.

Reply
With
Quote

dstathos 

Semi-n00b

Join Date: Sep 30th, 2005

Posts: 18

Re: '03 Passat W8: Torque Converter and 07-22-2008 02:50 PM
Cam Adjuster Problem in last 10 days

Reply

#4

(VWTECHBOBS)
I just got word that VWofA and the dealer are willing to subsidize this work. They did not give specifics, but, that will come in the next couple of days. I didn't hear the voice mail well enough but it sounded like they would pay for half of the camshaft work.

If I (and the dealer for that matter) had known this was a common problem when I purchased the car new in '03, I would have passed on this and just taken a VR6 AWD. But that's neither here nor there now.

I know your comments are trying to help, but, me being nice to a company representing the manufacturer of a car that was IMHO known to have issues from the beginning (or at least they are negligent in their testing process) is silly. The fact of the matter is, they've lost a customer and gained a fervent anti-VW spokesperson if they aren't nice to me!!!

I'll keep you posted on what transpires.

Reply
With
Quote

VWTECHBOBS 

Junior Member

Join Date: Mar 18th, 2005

Posts: 24

Re: '03 Passat W8: Torque Converter and 07-22-2008 11:15 PM
Cam Adjuster Problem in last 10 days

Reply

#5

(dstathos)
Don't be wrong I am not on vwoa side. It just happens I was the W8 tech before I left the dealer. I own an indepent vw audi shop now. After doing 30 or so cam adjuster jobs I just feel for you. Also know that this problem did not begin until late 04 early 05. Most of the time around 40K. VWOA was done selling the W8 in the U.S. before the problems began. You can I.M. if you want more info or good pics of what the job really takes. Make sure the dealer has a tech that has good knowledge of this vehicle.

Reply
With
Quote

black4motion 

Member



Join Date: Dec 23rd, 2007

Posts: 173

Re: '03 Passat W8: Torque Converter and 07-23-2008 01:45 PM
Cam Adjuster Problem in last 10 days

Reply

#6

(dstathos)
Can you provide info on this "subsidy" as it happens? My car has been in the shop for a month now and the dealer isn't even giving me a break on the O2 sensors or clutch I'm adding to the job. For everyone with a W8 cam adjuster special it probably would help if you called VWOA, as they seem to be "unaware" of the problem.

Reply
With
Quote

dstathos 

Semi-n00b

Join Date: Sep 30th, 2005

Posts: 18

07-23-2008 03:27 PM

Reply

#7

Re: '03 Passat W8: Torque Converter and
Cam Adjuster Problem in last 10 days

I just got word that VWofA and the dealer are willing to subsidize this work. They did not give specifics, but, that will come in the next couple of days. I didn't hear the voice mail well enough but it sounded like they would pay for half of the camshaft work.

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I'll keep you posted on what transpires.

Reply
With
Quote

dstathos ◊

Semi-n00b

Join Date: Sep 30th, 2005
Posts: 18

Re: '03 Passat W8: Torque Converter and 07-28-2008 09:19 AM

Reply

#8

Cam Adjuster Problem in last 10 days

OK, dstathos, yesterday of last week, I got word from my VW dealer that VWofA and the dealer will subsidize the work of the cam adjusters to the point where the cost of doing both torque converter and cam adjusters will be for the price of the torque converter change.

So, for both sets of work, this will run me ~\$3.5K. I unfortunately, had to pay for the torque converter, so, I eat that cost (the price above includes that).

Basically, VWofA understood that situation that I had. A person who has been and is looking to maintain their car for the long term and the design of the car fails them.

In the beginning of this ordeal, I vowed to never buy a VW/Audi (or even German car for that matter) ever again and told people to do the same. Although the ordeal is not over yet (the car will be ready by early next week), I still will not buy another "funky" German car again, but, I no longer advertise that opinion. If the "fix" works, and over a period of time, I no longer see any other "major" issues, then I will consider another VW/Audi/German car.

But, this ordeal is not over yet--stay tuned.

Reply
With
Quote

flavin42 ◊

Junior Member

Join Date: Sep 7th, 2007
Posts: 40

Re: '03 Passat W8: Torque Converter and 07-28-2008 02:50 PM

Reply

#9

Cam Adjuster Problem in last 10 days

my recent experience with VWOA was mixed. From a follow thru perspective, they did what they said they would do in the timelines they first claimed, however, they didnt offer to assist in covering anything even though my w8 had 57K miles and 3 months over the 5 year warrantee period. They told me to deal directly with the warrantee company and that there wasnt anything they could do... even though I bought the warrantee thru a dealership..... luckily, it all worked out OK in the end and the warrantee company paid but what a terrible stress.. not sure whether or not I was going to be out 5 to 8 thousand dollars... the cost to fix is CRAZY high.

Reply
With
Quote

dstathos ◊

Semi-n00b

Join Date: Sep 30th, 2005
Posts: 18

07-29-2008 10:45 AM

Reply

#10

Re: '03 Passat W8: Torque Converter and
Cam Adjuster Problem in last 10 days

(dstathos)
OK, on Thursday of last week, I got word from my VW dealer that VWofA and the dealer will subsidize the work of the cam adjusters to the point where the cost of doing both torque converter and cam adjusters will be for the price of the torque converter change.

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But, this ordeal is not over yet--stay tuned.

Reply
With
Quote

dstathos

Semi-n00b

Join Date: Sep 30th, 2005

Posts: 18

Re: '03 Passat W8: Torque Converter and Cam Adjuster Problem in last 10 days 07-30-2008 11:14 AM [Reply](#) #11

(dstathos)
OK, on Thursday of last week, I got word from my VW dealer that VWofA and the dealer will subsidize the work of the cam adjusters to the point where the cost of doing both torque converter and cam adjusters will be for the price of the torque converter change.

So, for both sets of work, this will run me ~\$3.5K. I unfortunately, had to pay for the torque converter, so, I eat that cost (the price above includes that).

Basically, VWofA understood that situation that I had. A person who has been and is looking to maintain their car for the long term and the design of the car fails them.

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But, this ordeal is not over yet--stay tuned.

Reply
With
Quote

german performance

Member



Join Date: Sep 5th, 2004

Posts: 2,833

07-31-2008 12:08 AM [Reply](#) #12

for what its worth, a cheap fix... run motor flush thru the engine oil, (at your own risk, liability issue) I did it in my nephews w8, thru my VW shop, it cleared all the sludge up, and a year later no problems!

Reply
With
Quote

dstathos

Semi-n00b

Join Date: Sep 30th, 2005

Posts: 18

07-31-2008 09:42 AM [Reply](#) #13

Re: (german performance)

Dealer already tried that as per VWofA recommendation. Apparently, the color/consistency of the flush never changed when it came out of the motor. They tried it multiple times.

I've heard stories (don't know if it was in this forum) where the adjuster casing has a screen where the oil enters the part. The design of the casing filter is such that any kind of out-of-norm movement (like taking down the engine/tranny for a torque converter change) could be enough for these screens to partly disconnect and "fold" onto themselves causing a blockage. It doesn't take long at that point for the problem to get really bad.

I've had the "misfire" issues on and off for a couple of years now (never knew it could have been the adjusters), but, frequent oil changes have kept it "under control". It wasn't until the car had its first major repair that they decided to fail.

So, not only will my dealer replace the adjusters, it will also replace the casing around it to make sure that these screens use the newly designed replacement part.

I didn't know that these casings were a separate part from the actual adjusters.

Anyone heard of this before?

black4motion

Member



Join Date: Dec 23rd, 2007
Posts: 173

Re: '03 Passat W8: Torque Converter and Cam Adjuster Problem in last 10 days

07-31-2008 12:39 PM [Reply](#) #14

(dstathos) I'm glad they're "helping" you to a point. However, for a car that has all the qualities of one that should be recalled, I don't feel they are doing enough. Mine has been back together for a week, and they will not return it because they say they can't clear the check engine light. What is really going on is anybody's guess. If I decide to sue VWofA I will let everyone know so that you can jump aboard. In the mean time, you should be calling VWofA if you've had any problems with cam adjusters or torque converters

[Reply](#)
[With](#)
[Quote](#)

dstathos

Semi-n00b

Join Date: Sep 30th, 2005
Posts: 18

Re: '03 Passat W8: Torque Converter and Cam Adjuster Problem in last 10 days

07-31-2008 12:44 PM [Reply](#) #15

(black4motion) Keep us informed.

I believe that the best tactic is a class action law suit. Separate suits do not provide for an overall solution to a problem that is widespread.

My issue is well known to VWofA as they are subsidizing this fix.

I still haven't received my car back, although it should be in by early next week. We'll see if we have the same issue.

[Reply](#)
[With](#)
[Quote](#)

VWGUY4EVER

Member



Join Date: Nov 17th, 2000
Posts: 4,059

08-04-2008 10:30 AM [Reply](#) #16

[Reply](#)
[With](#)
[Quote](#)

Re: '03 Passat W8: Torque Converter and
Cam Adjuster Problem in last 10 days

(astathes)
It shouldn't have had to go that far. To quote you \$6500-\$7500 additional while the trans is out doing the t/c is harsh....

Reply
With
Quote

nickgnelson ◊

n00b

Join Date: Aug 14th, 2008

Posts: 1

Re: '03 Passat W8: Torque Converter and
Cam Adjuster Problem in last 10 days

Reply

#17

Ugh...I'm on the same boat. I bought my 2003 w8 passat 6 weeks ago and now the dealership is telling me it's going to be around \$5,000 to fix it. Of course I am at 52,000 miles and just out of warranty.

My primary complaint is that if these oil screens are coming loose and causing the cam adjustor/sensor to fail, why hasn't there been a recall yet, if so many people are having this problem? I also read that when this repair is done, that they are replacing this part with the screens, with an updated one. So they fixed this part knowing that it fails...? It's a known issue, there should be a recall!!

I have spoken to vwoa and they will not help at all. I would like to offer any assistance in bringing forth a law suit...

Modified by nickgnelson at 7:59 AM 8/15/2008

Reply
With
Quote

97JazzBlueDE ◊

Member

Join Date: May 9th, 2001

Posts: 391

Re: '03 Passat W8: Torque Converter and
Cam Adjuster Problem in last 10 days

Reply

#18

Well, I'm a new member of the W8 crowd that has encountered the dreaded cam adjuster problem. Just had mine done recently to the tune of \$10k all paid for by VWof A since my car luckily was still under the factory powertrain warranty.

Check out the website exclusively for the W8 crowd for more info:

<http://www.w8forum.dk>

Happy Motoring!

Reply
With
Quote

black4motion ◊

Member



Join Date: Dec 23rd, 2007

Posts: 173

Re: '03 Passat W8: Torque Converter and
Cam Adjuster Problem in last 10 days

Reply

#19

The three year warranty is 60K I believe. Make sure you check and do not let them rob you of coverage, because they will try.

As an update we got our W8 back after 6 weeks, \$9K plus \$2K of our own money, the car ran for a week and now has broken down again. Seems to be the same problem. VWOA tries to do nothing and I've never heard any details about how they "subsidize" any of this work. Class action or VW buyback/insurance total - for fair value - seems to be the course of action that should be forced on them as most of these cars will probably never really run again.

Reply
With
Quote

10-15-2008 06:18 PM

Reply

#20

Slimjimnn

Member



Join Date: Apr 8th, 2006
Location: Rosemount, MN
Posts: 5,152
Vehicles: 02 GTI 1.8t

Re: '03 Passat W8: Torque Converter and
Cam Adjuster Problem in last 10 days
(black4netip)
The last one I did before I left the dealer business.....



VW's don't leak oil, they just mark their territory!

Master ASE certified and vw certified tech, looking for work always!

71DubBugBug

Member



Join Date: Dec 3rd, 2006
Posts: 7,035



Reply
With
Quote

10-16-2008 10:42 PM

Reply

#21

Re: '03 Passat W8: Torque Converter and
Cam Adjuster Problem in last 10 days

(Slimjimnn)
Quote, originally posted by **Slimjimnn** »

The lasto ne I did before I left the dealer business.....



i see that a lot when i visit my local dealer, a lot of passats r always being ripped apart

**Reply
With**

Miss W8 

n00b



Join Date: Nov 3rd, 2007
Posts: 7

Re: '03 Passat W8: Torque Converter and11-04-2008 02:49 PM **Reply** #22
Cam Adjuster Problem in last 10 days

(71DubBugBug) has been with my local VW dealership for over a month. First they replaced one set of cam adjusters to be told by tech line that they should have done all 4.  My motor has been dropped twice... I'm about ready to call the BAR and file a complaint.

Then they had a bunch of other stuff they had to replace.. sorry I'm not techy and don't know what they were, my husband does. My car is covered under CPO warranty so no \$\$ out of my pocket just a pain in my ass. I've been having to carpool with the hubby in the harlequin golf... LOL.

I'm pretty pissed that VW knows of this problem and doesn't do a recall. I'm all for a class action. I'm loyal to VW but now is the time for them to return the loyalty.

Passat W8 owners UNITE!!!
Missi

**Reply
With
Quote**

Miss W8 

n00b



Join Date: Nov 3rd, 2007
Posts: 7

Re: '03 Passat W8: Torque Converter and11-05-2008 06:35 PM **Reply** #23
Cam Adjuster Problem in last 10 days (Miss W8)

Update - VWofAmerica is sending a tech to my local dealership on Friday to see if he can "help" the local tech figure out what the problem is....  Can you believe it? Still don't have an ETA on getting my car back. So far it's been 31 days...

**Reply
With
Quote**

KubvanTurbo 

Member



Join Date: Feb 12th, 2008
Posts: 187

Re: '03 Passat W8: Torque Converter and11-06-2008 09:47 PM **Reply** #24
Cam Adjuster Problem in last 10 days (Miss W8)

If it shake with no code the Balance shaft belt slips a tooth and it feels like you lost a few cylinders. My slipped right after the cam adjuster service. So i was terrified. After taking it back and them going Uh I never saw that before what could be wrong?..?

But did it my self in a few hours. I hit the books and found that tiny belt keeps the entire engine in balance, no service bulletin no recommended service , nothing at Vw addresses this belt at all. Totally fu by voa to not list a service interval on a tiny little rubber belt, A total 200 with tension pully and cover in parts...

Say "Balance Shaft belt under the Crankshaft pully?"  Just to see if they even know what it is...

**Reply
With
Quote**

71DubBugBug 

Member

12-07-2008 09:51 AM **Reply** #25

Update - VWofAmerica is sending a tech to my local dealership on Friday to see if he can "help" the local tech figure out what the problem is....
 Can you believe it? Still don't have an ETA on getting my car back. So far it's been 31 days...

did he figure anything out?

un4givun2

Member

Join Date: Jun 11th, 2007
 Posts: 124

**Reply
 With**

12-07-2008 02:10 PM **Reply** #26

Redesigned Cam Adjuster????

I keep hearing references of VW's replacement cam adjusters for the W8 having a redesign to stop all the failures...NOT!!

Read how many people are on their second set of adjusters. My car was brought in for the adjusters for the 2nd time and now it has a NEW engine.

VWoA sent a tech down twice for this last cam adjuster replacement and I got to speak with him. He told me that there is no difference between the replacement adjuster and the original. The problem is not with the adjuster. The problem is the motor. The screen in the adjuster fails because it gets clogged with metal fines from the engine. The oil pressure from the engine is enough to blow a hole through the adjuster and then there is a large mass of metal fines and metal screen particals that get lodged inside the came adjuster and causes it to fail. There is no fix. That's why there has been no recall. VW can not fix this problem. The only viable fix would be to replace the entire engine with something equivalent and there isn't anything close except the 3.2L V6 from the Audi.

Modified by un4givun2 at 11:12 AM 12-7-2008

VWGUY4EVER

Member



Join Date: Nov 17th, 2000
 Posts: 4,059

Re: (un4givun2)

12-08-2008 09:47 AM **Reply** #27

My car went back at 74K with never having cam adjuster issues in my possession. Maybe more frequent oil changes and/or better quality oil. My car is in another owner's hands for 2 1/2 years now as far as I know. I changed my oil far more than the factory recommends and did NOT use Castrol Syntec. It's not a great oil. Let's be realistic, Castrol was simply the lowest bidder. I was and still am not a believer in the first oil change being at 5,000 miles. I created a big stink on passatworld when I changed my oil at 1300 miles. All the internet engineers condemned me and my engine to a life of doom. I checked the oil new and at 600 miles. At 600, it was 1 qt low. I topped it off and checked it again at 1200 miles. Oil level was fine so I changed it and sent the factory oil for analysis. I think I still have the pdf file they emailed me. That whizz-bang factory don't change for 5,000 mile crap was just that, CRAP. "Copper level HIGH. Oxidation HIGH" among others. "RECOMMENDATION: Change if not already changed and check at normal intervals"

I used Amp Oil 10W60 racing synthetic that a friend's shop was the sole importer of. I used that up to the 35,000 mile point when it became too expensive for him to continue importing. I changed it at: 1300, 4200, 9700, 15,500, 23,000 - the longest interval I ever went on any car. I sent that Amp Oil to the same lab for analysis to see if I was wasting my money: "Copper,oxidation normal. Sheer of 10W40. RECOMMENDATION: Check at normal interval", 29,000 and 35,000 when I switched to PentoSyn 5W40.

10,000 mile oil change intervals are B/S in any car. Thank the accountants & marketing departments for that..

**Reply
 With
 Quote**

un4givun2

Member

12-10-2008 09:38 PM **Reply** #28

11th, 2007
 Posts: 124

Join Date: Jun

Re: (VWGUY4EVER)

600 miles on the first quart of oil on a brand new W8? I have a brand new W8 and I just put 600 miles on it. The oil level has not changed. I'm not sure I understood the point you were trying to make. I changed my oil every 3-4K and I used Mobile 1 full synthetic. No amount of expensive oil will fix a bad design.

I change my oil religiously and I use only premium synthetic oils every 3-4K.

Reply
 With
 Quote

VWGUY4EVER

Member



Join Date: Nov 17th, 2000
 Posts: 4,059

Re: (un4givun2)

12-11-2008 02:42 PM [Reply](#) #29

I was speaking generally that the oil change intervals and quality oil they spec'd sucks. As for my consuming a quart of oil in the first 600 miles, I don't find it unacceptable for a new engine to consume oil. And leaving that crappy oil in for the first 5000 miles is a definite no-no in my book, particularly with the analysis that came back on it..

Reply
 With
 Quote

un4givun2

Member

Join Date: Jun 11th, 2007
 Posts: 124

Re: (VWGUY4EVER)

12-11-2008 08:38 PM [Reply](#) #30

I agree that you should change the oil the first 500-1000 miles. As soon as mine gets out of the shop for 3 new fuel sending units I will change the oil. It will have about 650 miles on the new engine. Everyone has their own opinion on what is acceptable for oil burn off. If that car burned 1qt in 600 miles you would have had engine codes going off like the 4th of July. It just isn't possible. I have rebuilt several motors myself and if I had an engine that could not go 1500 miles on the 1st quart I would tear it down and do it over.

Reply
 With
 Quote

KubvanTurbo

Member



Join Date: Feb 12th, 2008
 Posts: 187

Re: (un4givun2)

12-12-2008 02:12 AM [Reply](#) #31

I have (gasp) two w8's an 03 and a 04.
 Both from new. Both at 75K

Wifes car, almost zero issues, drives sane no drifting red lining or drag racing. Brakes, tires, set of plugs and filters that is all. used liqua moly 5-40 from day one in both, screw that castrol blend the dealers push. Both oil changes at 5k every time.

Who broke a balance shaft belt. tensioner faults and multiple sets of brakes and tires. Me not her.

you drive hard, you need more service. end of story. Find a used w8 with a soft driver and you will see a few less problems.

How many of you have changed the balance shaft belt.... it is a 40k service and after skipping a tooth will run poor. maybe even enough that a dealer will miss diagnose.

Modified by KubvanTurbo at 11:17 PM 12-11-2008

Reply
 With
 Quote

badger5

Member

12-12-2008 12:17 PM [Reply](#) #32



Join Date: Nov 17th, 2003
 Location: nr Glos, UK
 Posts: 2,096
 Vehicles: Seat Ibiza Cupra
 1.8t, Audi S6, VW Lupo 1.8t, 16v
 Scirocco

from what i am reading here is W8 is avoid unless your brave.. is that really the case?

Considering one for a tow car for my racecar, but i need something i just drive, oil change and use.

Seems the fix is to simply replace the poor design component for the same poor design one. filter mesh and particle contamination etc if i get the gist of what people are saying.

why is'nt the oil filtration system picking these up or is it a case of the filters are too coarse for the problem particles? is a finer engine oil filter available?

Who would advise me to buy a W8?
 or VR 4motion 2.8 motor instead.

GT35R, Full-Race, DTA S60, SEM, WMI, 8 injectors, SQS Transmission, 1000kg car, >500bhp, Racecar (circuit)
 www.badger5.co.uk

VWGUY4EVER ◊

Member



Join Date: Nov 17th, 2000
 Posts: 4,059

Re: (un4givun2)

12-12-2008 12:31 PM

Reply

#33

**Reply
With
Quote**

*Quote, originally posted by **un4givun2** »*

I agree that you should change the oil the first 500-1000 miles. As soon as mine gets out of the shop for 3 new fuel sending units I will change the oil. It will have about 650 miles on the new engine. Everyone has their own opinion on what is acceptable for oil burn off. If that car burned 1qt in 600 miles you would have had engine codes going off like the 4th of July. It just isn't possible. I have rebuilt several motors myself and if I had an engine that could not go 1500 miles on the 1st quart I would tear it down and do it over.

I'm with you in some respect but it burned 1 quart at the first 600 miles then never another drop so I was fine with it.. I drove the car 100 mph the first night I got it, not bouncing off the rev limiter at each shifts, just a sedate roll up to 100 mph, which was only about 3600 rpms in 6th gear. After the first oil change, I drove it the way I drive every car...

un4givun2 ◊

Member

Join Date: Jun 11th, 2007
 Posts: 124

12-12-2008 03:17 PM

Reply

#34

**Reply
With
Quote**

Re: (KubvanTurbo)

I drive better/easier today than I ever have in my life. For the first time I have no tickets on my driving record. Yet, this W8 has been in the shop now 13 of the last 14 weeks. In the past 24 months it has been in the shop for 5 months. It has had the transmission and the engine replaced (not removed, repaired, or rebuilt.....But, REPLACED!).

This W8 is the most unreliable car I've ever owned in my entire life. Here's a list of cars I've owned since 1982 (in order from most reliable to least reliable):

- 1) 1993 Chevy Caprice (just sold it, 140K no repairs & 26 mpg)
- 2) 1976 Chevy Impala 220K (water pump, shocks)
- 3) 1995 Mistu Eclipse (wrecked at 80K, no repairs)
- 4) 1987 Dodge Shadow Turbo (200K, head gasket at 185K, struts & ball joints at 170K)
- 5) 1998 Honda Accord (currently own 110K, intake gasket, EGR valve, & ignition switch)
- 6) 2000 Dodge Dakota R/T (currently own 60K, upgraded brakes @ 10K, no other repairs)
- 7) 1994 Dodge Dakota (Lousy brakes!., brake rebuild every 10K)
- 8) 1989 Ford Taurus, (lots of minor electrical repairs: light switches, window motors, windshield wiper motors, door locks, fuel pump, etc..)
- 9) 1992 Taurus SHO 120K (ECU, Coil Pack, Crank Sensor, Cam Shaft Sensor, Water Pump, Fuel Pump, & Alternator)
- 10) 1992 Dodge Dakota 4WD (totaled @ 80K, replaced transmission @ 44K, terrible brakes)
- 11) 1972 VW Beetle (where do you start? Worked on it every day. Everything replaced at least once.)
- 12) 2002 Passat W8, 77K, (currently own, replaced Alternator, Water Pump, Radiator Fan, Cam Adjusters, CV joint boots, Transmission, Engine, ECU, Gas Tank, All 3 Gas Gage sending units, emergency brake cable, timing chain, steering wheel electronic control unit, home link sun visor, carpet from massive water leak) (currently needs hood strut, new red LCD read out in the instrument panel)

KubvanTurbo 

Member



Join Date: Feb 12th, 2008
Posts: 187

Re: (un4givun2)

12-12-2008 05:24 PM

Reply

#35

Whining about a carpet from a water leak. no way... too funny
oh my your hood shock has failed. wow I would so not work on your car if you were at my shop.

i have had over 100 cars in my life.. now have 18 personally, What do I drive everyday for the last 4 years, the W8.

never even keep a car this long, that's how much I like it. I would never tow a race car with a passat ; thats not right... get a truck!

Read between the lines when you see a post about how the car has been in the shop forever and I'm a hostile customer and hate the car..

Now I want to flame it to everyone and kill the love and your resale value with my posts (even though I am moving on)

Wow
just wow

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Quote**

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