

FEB -4 2013

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David Geanacopoulos
Executive Vice President and General Counsel
Volkswagen Group of America
Volkswagen Group of America
2200 Ferdinand Porsche Dr.
Herndon, VA 20171

Dear Mr. Geanacopoulos,

In December 2011 I bought a new 2012 Jetta TDI. I am fortunately able to afford most cars and price was not the factor. [REDACTED] my son who lives in Florida had recently bought a TDI and loves it. When I test drove the 2012, I loved it too and was sold. I traded in my Audi A6 and in the first year I put over 30,000 miles on the car. Last year we had a mild winter in Pennsylvania but this year things turned very cold. After a very cold day, I parked the car in the garage overnight and the next morning it wouldn't start. At times it turned a quarter crank, at times it turned not at all, at other times, it cranked but did not start. I had it towed to the local VW dealership (*who has always been great, by the way*). They got it started and ran it but it stopped on them as well. In time they called me and said they had identified the problem and were installing a modification to the turbocharger intercooler. The part is not available but will be installed this week.

I figured "no big deal" but with the aid of the internet I searched for exactly what had happened. The purpose of this letter is what I found. Literally hundreds of posts are on forums dedicated to the problem. Here is one's description of the issue:

There is a serious safety and engineering defect with all North American MK VI generation TDI Jetta, TDI Jetta Station Wagon, and TDI Golf cars. TDI Passats are not affected by this. Other parts of the world are not experiencing this issue due to differences in emissions controls. VW has issued TSB # 21 11 06 / 2025464 Frozen Air Charge Cooler for it.

All CR 2.0L TDI engines for the above mentioned cars are prone to engine failure, destruction and engine compartment fire due to water condensing in the intercooler during cold winter weather. Water vapor is entering the intercooler airstream and condensing into significant volumes of liquid water. The accumulated water then enters the engine cylinder causing a catastrophic hydrolocking condition resulting in engine failure. Some owners, not aware of why the engine won't start, continue to run the starter motor in attempt to start the car which results in overheating of the starter cable. The overheated starter cable causes the cable insulation to melt, smoke and catch fire.

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A large number of owners in Canada and the US have experienced not being able to start, difficulty starting, and engine failure to due water being drawn into the engine from water condensing in the intercooler. This has caused cars to suddenly die while driving on public roads and highways with the potential of suddenly being hit by fast approaching traffic. As a testament to the widespread occurrence of this condition the main forum thread for this discussion is currently over 158 pages long.

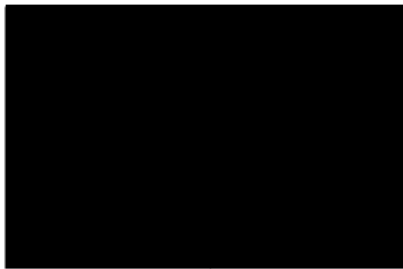
Volkswagen has known about this issue since last winter and has not been able to provide a permanent solution. They have put together a Cold Weather Intercooler Kit, but cars that have had this kit installed have shown that it does not work. VW has refused to recall the cars, but have instead chosen to install the fix kit on a single car request basis. The number of affected cars exceeds the number of kits available. Many owners whose cars are waiting at dealers have been told that the backorder waiting period is 3 to 6 months. At this point every TDI that is on the road is essentially a mass produced prototype that can potentially fail in the winter. Owners of brand new 2012 cars have experienced inability to start their car and engine failure. There is no permanent fix at this point. Cars that are currently coming off the assembly line are still being built with this inherent flaw.

I am writing because what Volkswagen is doing may be financially in its short term advantage but is contrary to what it "should" do. First, the design flaw creates safety risks. The car can stall unexpectedly. I had hoped to drive to a remote area of the Adirondacks this winter but the area has no cell phone service and if my Jetta broke down I would be at grave risk. Second, even if the flaw didn't present a safety risk, why on Earth would Volkswagen continue to sell a product with a design flaw that will at a minimum turn a customer who went out of their way to buy a Volkswagen product, into a foe? Granted you already have whatever money you earned from me but you once had an excited customer; one that would buy more cars and tell his friends. Now you have someone who is writing letters.

Per the comments posted online, it appears that the "fix" is not really a fix at all and that the problem will be reduced but not eliminated. A fix would require a re-design like that in the Passat. In addition, the problem leads to water getting into the cylinders shortening the life of the engines. The durability of the diesels was 50% of its selling value! So the bottom line is that I have a car I purchased with a diesel engine because I wanted something solid, reliable that would last me a long time. What I got is Russian roulette.

It is simply wrong to not correct this problem; one that Volkswagen has known of since long before I purchased my car. I would ask that Volkswagen buy back the car and put the purchase price reasonably discounted for the amount of my use towards a Passat diesel.

Thank you.



Harleysville, PA



cc: National Highway Traffic Safety Administration

[REDACTED]
Haleysville, PA [REDACTED]

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NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC. 20590

