

CL-10560909-2313

[REDACTED]
West Milford, NJ [REDACTED]
February 26, 2014

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

MAR - 6 2014

Earlier this month, I sent a letter to NHTSA (February 4, 2014) detailing 12 similar mechanical brake failures that have occurred with Volkswagen Passats since the conclusion of the PE07018 Campaign. This month a new complaint was filed with you that addresses the same mechanical problem. (ID 10563843) The updated list of similar complaints, including my own, follows:

ID Numbers: 10560909
10494812
10454179
10445019
10443622
10440834
10343854
10307235
10295383
10269433
10257982
10249824
10563843

I have written to Volkswagen of America/ Customer Care on January 9, February 4, and February 26 of this year. I have repeatedly described in detail the brake failures I twice experienced in my Passat (NHTSA Complaint # 10560909). I further explained how I believe Volkswagen of America's remedial solution was a flawed design. In their most recent correspondence (attached), VW appears to have trouble taking ownership of their ineffective remediation. In a confused writing, their letter appears to redirect the topic by discussing expired warranties and possible problems with an authorized VW service department. The letter further obfuscates by talking about a vacuum pump that was never mentioned in any previous correspondence. As was made clear in my most recent response to VW/ Customer Care (attached), I stated my belief that the campaign (P-912 of P-9 Recall) was insufficient and flawed in its design. Their remedial solution had not prevented debris from accumulating in the plenum compartment. In turn, the collected debris allowed for flooding in the same plenum where the brake booster is located. This has had the unfortunate effect of allowing water and ice to collect in the booster and has resulted in catastrophic brake failures.

NM
3714
SMP

I am again requesting that the NHTSA review and investigate these and any other related complaints. I am further requesting that NHTSA, upon their investigations, reopen the PE07018 Campaign and take the necessary corrective actions. These brake failures are life-threatening and should not be allowed to continue.

Please respond.

Sincerely,



ID # 10560909

Attachments:

Letters sent to: Volkswagen of America/ Customer Care, Feb. 4, 2014

Volkswagen of America/ Customer Care, Feb. 26, 2014

VW of America/ Product Compliance/ TREAD Officer, Feb. 26, 2014

Letter received from: Volkswagen of America/ Customer Care, Feb. 17, 2014

[REDACTED]
West Milford, NJ [REDACTED]
February 26, 2014

Volkswagen of America
Customer Care
Attn: Emily Goga
3800 Hamlin Rd.
Auburn Hills, MI 48326

RE: 2002 Volkswagen Passat Wagon
Case: 814000178
VIN: WVVVD63B12E [REDACTED]

Dear Ms. Goga:

I appreciate you responding to my letter dated February 4, 2014. Unfortunately, your response appears rather confused. You address warranty issues, issues that my letter was not conveying. To be clear, my letter is not about warranty coverage, whether for a new car or for parts installed in subsequent recall campaigns. Nor was my letter in regards to a vacuum pump and nor was my letter relating to service issues with an authorized Volkswagen dealership.

The issue I have is directly with Volkswagen of America. My letter from February 4th described an insufficient or flawed remediation developed by Volkswagen of America for their recall campaign in 2008 (P9 & P912). Because of the remediation's weak design, it continued to allow debris to enter the plenum compartment and continued to block the drain holes. This resulted in flooding of the plenum compartment and is the direct cause of my car's brake failure in August 2013 and again in November 2013. This brake failure, caused by Volkswagen's disregard for proper corrective action, is a serious safety issue that is not to be ignored.

To further support my claim that the campaign was insufficient in its design, please refer to the enclosed copy of my letter to NHTSA, dated February 4, 2014. Since that date, another owner's complaint was filed with NHTSA. (Complaint ID 10563843)

Because of Volkswagen of America's flawed design to prevent flooding of the plenum compartment, I am seeking fair and appropriate reimbursement for repairs as outlined in my earlier letters.

I would hope that Customer Care will more carefully reread my letter of February 4, 2014 (Second copy to: Customer Care Volkswagen AG – Germany). The correspondences to Customer Service become part of the public record in the NHTSA documents; they may be of particular interest to potential Volkswagen owners.

Please review Volkswagen of America's legal and ethical responsibility in this matter of safety. I will continue to urge NHTSA to review the large number of complaints similar to my brake failure and ask them to reopen Action Number: PE07018.

I look forward to and anticipate your response.

Sincerely,

A solid black rectangular redaction box covering the signature area.

cc: NHTSA/ E.S. Department of Transportation
Product Compliance/ TREAD Officer, Volkswagen of America

[REDACTED]
West Milford, NJ [REDACTED]
February 4, 2014

Volkswagen of America
Customer Care
Attn: Andrew C.
3800 Hamlin Rd.
Auburn Hills, MI 48326

RE: 2002 Volkswagen Passat Wagon
Case: 814000178
VIN: WVVVD63B12E [REDACTED]

Dear Andrew,

I appreciate you responding to my letter dated January 9, 2014. Unfortunately, your letter appears to address warranty issues which are not what my letter was conveying. To be clear, my letter is not about warranty coverage, whether for a new car or for parts installed in subsequent recalls. My letter was about an insufficient or flawed remediation that was allegedly carried out in a recall campaign in 2008 (P9 & P912). This defective remediation resulted in a continued safety issue culminating in brake failure in August 2013 and again in November 2013.

As a result of the insufficient fix during the 2008 campaign that allowed for continued flooding of the plenum compartment and the subsequent brake failures, I am seeking fair and appropriate reimbursement for repairs as outlined in my earlier letter.

To further support my position that the campaign was insufficient or defective, I am including my recent correspondence with the NHTSA.

Perhaps Customer Care will carefully review Volkswagen of America's legal and ethical responsibility in this matter of safety.

I look forward to your response.

Sincerely,

[REDACTED]

cc: NHTSA/ E.S. Department of Transportation

[REDACTED]
West Milford, NJ [REDACTED]

February 26, 2014

Volkswagen of America
Product Compliance/ TREAD Officer
3800 Hamlin Rd.
Auburn Hills, MI 48326

Attached is a copy of my recent letter to Volkswagen of America/ Customer Care. The letter details problems with the P-912 Campaign as part of the P-9 Recall.

Sincerely,

[REDACTED]

cc: NHTSA/ E.S. Department of Transportation



Das Auto.

[Redacted]
West Milford, NJ [Redacted]

Emily Goga Name
Executive Specialist Title
Volkswagen Customer CARE Department
(248) 754-6504 Fax
vwexecutivemail@vw.com E-Mail

RE: 2002 Volkswagen Passat
Case: 814000178
VIN: WWWVD63B12E [Redacted]

February 17, 2014 Date

Dear [Redacted]

Thank you for contacting Volkswagen. It is my hope our drivers would have only the best experiences with their vehicles, and I am disappointed to learn this has not been the case for your Passat Wagon recently. As your concerns are related to a vehicle made for the US market, our offices in Germany provided us with your correspondence, and I appreciate the opportunity to respond to you on behalf of our President and CEO, Mr. Michael Horn.

Volkswagen of America, Inc.
Customer CARE
3800 Hamlin Rd
Auburn Hills, MI 48326
Phone +1 800 822 8987
Fax +1 248 754 6504
www.vw.com

The vacuum pump and its related components were covered for manufacturing shortcomings in workmanship and materials for 4 years or 50,000 miles, whichever occurred first. As your car has exceeded these parameters by 96 months 80,481 miles, we are unable to reimburse you for the recent repairs completed at Crestmont VW.

As you believe the P9 Campaign was not performed correctly, I encourage you to escalate your concerns with the management at Crestmont VW, as you have done at the manufacturing level. Though we are all part of the VW family, we do not own our dealers, and I am confident they are in the best position to fully address your concerns. VW backs every repair completed at an authorized dealership with warranty coverage for 12 months or 12,000 miles. Once a vehicle exceeds these parameters, the financial responsibility of any future repairs falls on us, the consumer. As your car has exceeded this warranty coverage by 69 months and 56,000 miles, we are unable to assist you financially with the cost of the recently needed vacuum pump work. I know this is not the answer you are seeking, and I apologize a more favorable response is not available to provide you.

Please be assured I have personally documented your feedback for internal review, as it helps us better understand our dealers service practices. It also plays a role when it comes time to evaluate our relationships with our dealers, and I am grateful you took the time to share your experiences with us.

If you have any future questions or concerns, please don't hesitate to contact our Customer CARE Center again at (800) 822-8987 or by e-mail at vwcustomercare@vw.com. Thank you again for your correspondence.

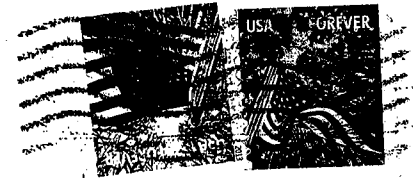
Sincerely,

Emily Goga
Executive Specialist

West Milford, NJ

NNJ METRO P&DC 076

27 FEB 2014 PM 4T



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

