

CL-10560909-9106

West Milford, NJ  
February 4, 2014

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

FEB 11 2014

Last month I filed a complaint with NHTSA regarding the mechanical failure of my 2002 Volkswagen Passat. In my complaint (see NHTSA ID Number: 10560909 with its attached documents), I detailed the failure of my car's brake vacuum booster when exposed to water and subsequent failure when residual water remaining in the brake booster's system froze. Reviewing your web-site for similar problems with other Volkswagen Passats, I learned that there are now at least 12 complaints filed, including my own, with similar defects. I would like to draw your attention to the following complaints that were filed after Volkswagen had allegedly remediated this problem in 2008:

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

As you are aware, the above filed complaints likely represent a small percentage of the total projected failures that occurred under these circumstances.

I believe Volkswagen of America has not taken the proper steps to adequately remediate the systemic defects that have lead to these similar brake failures. I also believe that Volkswagen of America has not adequately informed their customers of the seriousness of these problems.

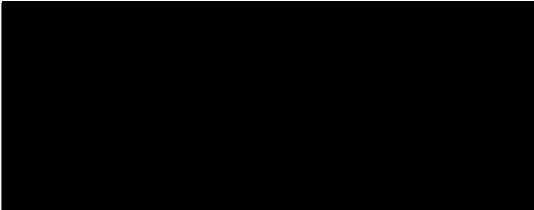
I am requesting at this time that the NHTSA review and investigate these and any other correlated complaints. I am further requesting that NHTSA, upon their investigations,

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SMD

take the necessary corrective actions. These brake failures are life-threatening and cannot be allowed to continue.

I look forward to your response.

Sincerely,



cc: Volkswagen of America  
Volkswagen AG of Wolfsburg, Germany

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

Customer Service  
Volkswagen AG  
VW Strasse 8  
38436 Wolfsburg, Germany

Enclosed is a copy of a letter that I have sent to the National Highway Transportation and Safety Administration, a division of the United States Department of Transportation. This letter details a specific mechanical problem that VW Passats appear to continue having since its Recall Campaign in 2008 (P9 and P912). While I realize Volkswagen of America is responsible for cars sold in the United States, it is a problem that I suspect extends to other markets as well. I also believe that Volkswagen AG has a vested interest in their American market and should at least be aware of the safety issues as it relates to this serious safety problem.

Sincerely yours,

[REDACTED]

cc: NHTSA/ E.S. Department of Transportation

West Milford, NJ  
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

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,

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

West Milford, NJ

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