

C1-10638946-7500

August 26, 2014

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

Attn: Customer CARE Center Hills East (26E5/R5 and 66C8/P9)
Re: Plenum Drain/Sunroof Drain Recall Outdated

To Whom It May Concern,

SEP - 5 2014

I contacted your Customer care center today and was told by your very polite customer service representative Matt, that the recall to repair the faulty equipment in my vehicle (2002 Volkswagen Passat 1.8T VIN Number WVWPD63B92P [redacted] was to outdated to repair my vehicle under the recall and that I would have to pay for repairs out of pocket. My issue with this is that neither I nor the previous owner was notified of this recall due to the fact that my vehicle VIN was not covered under the recall. I was just informed of this recall in July 2014 when I had my car at the dealership for servicing and inquired about the leaks as my glove compartment fell off on the service department representatives head as he was trying to look at something. I find this unacceptable because the problem this recall was designed to fix is occurring on my vehicle and has been for some time. It has become such a problem we have had to remove the carpet and leave the vehicle unassembled so long the dash is cracking and my glove compartment is falling due to lack of support, however I can not reassemble the car until the problem is fixed and I can not afford to do this. I also do not believe, having been a recall for cars of the same model and year of mine for the same problem that I should be made to pay for these repairs. The water has damaged my headliner, my a pillars have airbags that lord only knows how damaged and unsafe they are from the water collection coming in from the sunroof drains, and the floor gets 1-2 inches of water every time it rains or I wash my car, this in itself being unsafe as there are electrical boxes on the floorboard that are submerged in water every time it rains or I wash my car. I find it hardly believable that during production of five years, doing the same thing to millions of vehicles, only certain VIN numbers would have this particular problem. Volkswagen has always been a very reputable organization in my eyes until I owned one. I absolutely love my car however, the lack of responsibility shown on this issue, is changing my opinion. While I understand from a business standpoint, that time limitations must be included on any recall notices, in order to maintain a profit margin, I also understand as a consumer that exceptions must be made to maintain customer satisfaction especially if the vehicle was not included in the recall therefor no notifications were made. This is a common occurrence among your vehicles as you can do a common internet search and yield hundreds of forums clogged with complaints of cabins filling up with water. Your timely attention to this matter is greatly appreciated as I still have no carpet in my vehicle and my dash is becoming more and more of a neglected pile of rubble and until this matter is resolved, will continue to deteriorate. If I can not find resolution for this problem, I will do as your recall has stated (yes it is such a common occurrence a copy of the recall has been posted online as well in many forums), and contact The Administrator, National Highway Traffic Safety Administration to file a complaint. In addition, I am sending a copy of this request to the National Highway Traffic Safety Administration so they are aware of the problem should something happen and I do sustain injuries from the airbags that have been holding water in them repeatedly over the past 12 years as a result of your lack of corrective action. I find it highly appropriate to file a complaint with them as the water leaking in from the faulty sunroof drains is leaking into the exact same spot the side airbags on the a pillars are. If I get in a collision and they deploy, I definitely do not want to be on the inside of the vehicle when they do. I looked through the recall and as far as I can see this is a fairly easy and inexpensive repair, however I want it to be done by a professional as I now must have the airbags checked to see if they are in proper functioning order considering I have no idea how long this drainage has been a problem in my vehicle. Should you have any questions or to contact me regarding this matter, please call [redacted] or e-mail [redacted] I look forward to your timely response.

I am,

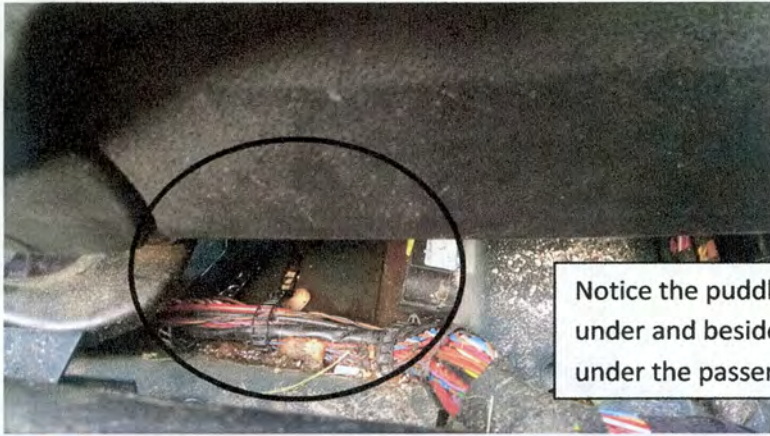
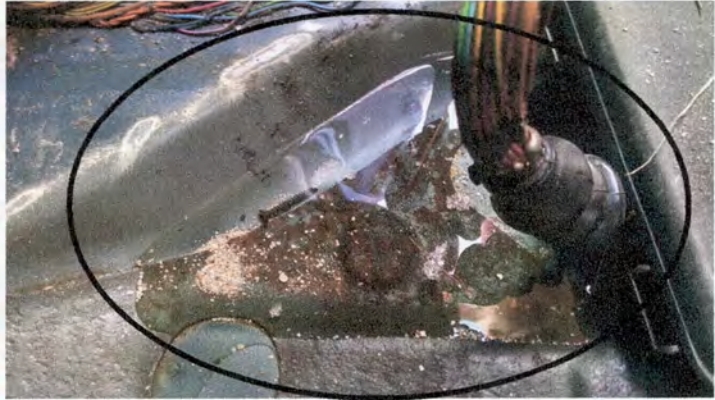
[redacted signature block]

AM
09/24/14
TJW

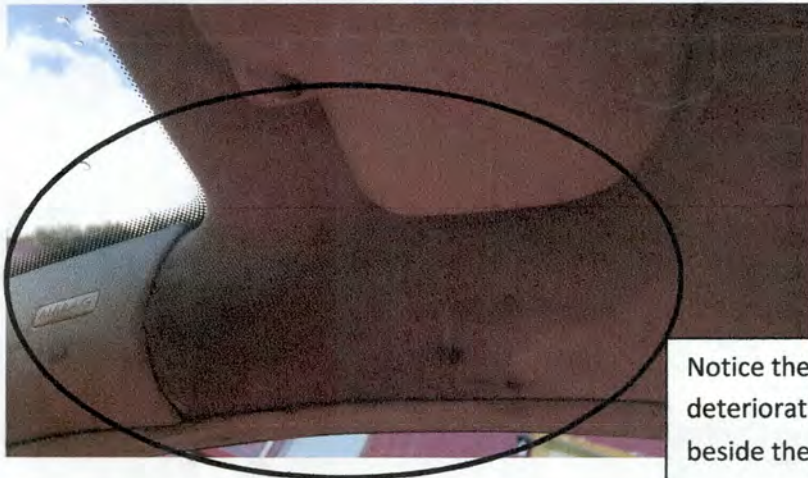
The following photos were taken after only a 15-20 minute light rain. It is much worse as the rain gets worse and there is no way I can go through a car wash as simply hosing the car off does worse than this. You will see in the attached photos the saturation beside the airbag. When the rain is harder, the entire a pillar is saturated.



Notice the water puddle running through the front passenger floorboard. It is about 1-2 inches deep and that is the box that all the wires in the wiring harness run into that is soaking in the water. This puddle runs under the box and under the passenger seat as seen below.



Notice the puddle of water running under and beside the wiring harness under the passenger seat.



Notice the saturation and deterioration of the headliner right beside the passenger airbag.

[REDACTED]
St. Augustine, FL

JACKSONVILLE FL 321

27 AUG 2014 PM 3:1



The Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

20590

