

[REDACTED]
[REDACTED] • Austin, TX [REDACTED]
E-Mail: [REDACTED]

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

Date: October 15, 2014

Volkswagen Group of America

Attn: Vehicle Safety

2200 Ferdinand Porsche Dr.

Herndon, VA 20171

OCT 21 2014

cc: Hewlett Volkswagen

7951 Hewlett Loop

Georgetown, TX 78626

Cc: National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE

West Building

Washington, DC 20590

Dear Volkswagen:

On August 25, at around 11:59 AM, in Austin, TX, my wife suffered an accident in her new 2014 VW Passat, VIN #1VWBN7A36EC [REDACTED]. Upon exiting [REDACTED] she attempted to turn off the cruise control and activate the brakes by pressing on the brake pedal. However, the cruise control failed to turn off and the brakes failed to activate, causing the vehicle to jump a curb and run off the road, injuring my wife in the process.

I would expect the brakes on any car to work, and certainly one as new as this one which had only 2132 miles on the odometer and hadn't even gone in for its first scheduled oil change.

I am writing you this letter in the interest of safety to inform you of a potential defect with the brakes and/or cruise control in this model of vehicle, and also to inquire whether you are aware of any such defects with this particular model of vehicle.

Sincerely,
[REDACTED]

HN

11/17/14

TA

Austin, TX

CERTIFIED MAIL™



7013 1710 0000 6817 0899



National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590 W40-304