

December 18, 2014

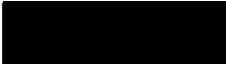
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

National Highway Traffic Safety Administration
NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

DEC 31 2014

I am enclosing a copy of the letter I have sent to the America Corporate Office of Volkswagen. I would like to let you know about the problem I am experiencing with the Volkswagen Passat that could be potentially fatal. If the events below had happened on an expressway where the speed limit is much faster than it is on local streets, myself, and possibly other people could have been seriously injured, or even resulted in a fatality. The different excuses that the dealership keeps giving me, give me reason to be fearful of driving the vehicle, which at the present time I have no choice because it is my only transportation.

Sincerely,


Crown Point, IN 


Enclosures 1

NM
12/15
SMD

December 18, 2014
Volkswagen Group of America Corporate Office
2200 Ferdinand Porsche Drive
Herndon, VA 20171

Attention Consumer Complaints:

I'm writing in regards to my 2014 Passat TDI SEL premium VIN# 1VWCN7A32EC [REDACTED] The car was purchased September 28, 2013. I am requesting a buy back on my 2014 Passat as I continue to have ongoing problems with the car. I have had the car in on 3 occasions for a steering wheel malfunction, 1 for a steering wheel problem, and 3 times for an audio issue.

The first steering wheel malfunction occurred October 8, 2014 which cause a loss of control of the car causing my car and another car to run off the road. Had I been on a busy road or major highway the situation could have been deadly. I was told by the car dealer the issue was due to corroded wires in the steering box, needed a computer update and was due to normal wear and tear on the car. The car only had 16,023 miles on the car. October 22, 2014 a steering wheel malfunction occurred again and almost hit a parked car and light pole. This time the car dealer replaced the power steering rack and harness. November 6, 2014 a problem with the steering wheel occurred but they couldn't find the problem after having the car for a week and putting 120 miles on the car. December 18, 2014 steering wheel malfunction occurred again, this time when I called the dealer I was told because they didn't find anything the last time it happened I was to drive the car to the dealer despite the fact the manual states the car needs immediate attention and I didn't feel comfortable driving the car. I was told by Seth he had discussed this with the Service Manager and there was nothing he could do. They again couldn't find anything wrong with the car but thought that a possible fluid washer leak may have been the cause.

The amplifier was replaced on January 24, 2014 due to Audio loss, Radio was replaced on October 8, 2014 due to audio loss and Radio was reprogrammed on October 22, 2014 due to Audio loss and cracked Audio screen.

On October 8th and October 22nd we were in contact with Ian at North American Volkswagen and a case was open and closed because they were happy with the way things were handled. We are not happy with the out comes as this has been an ongoing serious problem that could lead to deadly consequences if we happen to be going at a faster speed or on a busier road or major highway.

Sincerely,

[REDACTED]
Crown Point, IN [REDACTED]
[REDACTED]

CC: National Highway Traffic Safety Administration
NHTSA Headquarters
1200 New Jersey Avenue, SE West Building
Washington, DC 20590

S. S. BURMAN

ALTON

22 DEC '14

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Cedar Lake, Indiana

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

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