

September 2, 2015

01-10745555-4357

Volkswagen of America, Inc.

ATTN: Customer Care ([REDACTED])

3800 Hamlin Rd.

Auburn Hills, MI 48326

RE: VIN - 3VWPL7AJ0BM [REDACTED]
NHTSA Complaint No - 10745555

SEP 11 2015

Dear Volkswagen Customer Care,

Please find enclosed a copy of my complaint to the NHTSA and attendant documentation indicating a problem with a recalled fuse and an overheating fuse box. I experienced this problem on July 30, 2015 when upon starting my car in the morning, a number of my exterior lights were non-functional and several warning notifications were indicating on the dashboard.

When I took my car in to be diagnosed, the mechanic phoned back to state that I needed to look into whether or not my model was covered under a recall, as the particular issue that I was experiencing had already been flagged as a Safety Bulletin and that VW should be covering the expense of the repairs. At that time he told me that a fuse had gone bad and "melted" the fusebox, which caused the hazard of non-functioning exterior lights.

Upon contacting my local VW dealer, I was informed that a Safety Bulletin had been issued for that exact problem, but regretfully my model was not covered, even though it was of the model year of the others under recall.

Without a recall notice extended for my model, and the ability to have a simple fuse replaced, I was forced to pay out-of-pocket for the repairs to my vehicle. This expense could have been avoided had my model been included in the recall.

I am asking VW to reimburse me for the expenses of repair for the "melted" fusebox caused by the fuse that was under recall for other vehicles during my model year. Enclosed is a copy of my invoice showing \$414.06 for repairs including a replacement for the fusebox in question. Additionally, I have provided a copy of my formal complaint to NHTSA and the documentation from VW indicating the recall of these fuses for the Tiguan models.

Thank you for your consideration. Should you need additional information, please feel free to contact me with the information below.

NAM
9/17/15
SMD

[REDACTED]

Nashville, TN [REDACTED]

[REDACTED]

cc: The Administrator, NHTSA



German Performance Options LLC

1227 Lebanon Pike
Nashville, TN 37210
615-248-9466
gpotuning@gmail.com

Invoice

Date	Invoice #
8/22/2015	

Bill To
Nashville, Tn.

PAID
VISA

Technician	Mileage	Year/Make/Model	VIN
24/928	72480	11/VW/Jetted	3VWPL7AJ0BM

Item	Quantity	Description	Rate	Amount
24 - Diagnostic Labor	0.5	24 - Diagnostic Labor	96.00	48.00T
928 - Labor	1.5	Replace Fuse Box	96.00	144.00T
Parts	1	Fuse Box	187.00	187.00T
		Sales Tax	9.25%	35.06

GERMAN PERFORMANCE OPTIO
1227 LEBANON PIKE
NASHVILLE, TN 37210-300
615-248-9466

SALE

REF#: [REDACTED]
Batch #: [REDACTED]
08/03/15
APPR CODE: 03170D
Trace: 2
Swiped
/
AMOUNT \$501.24

APPROVED
THANK YOU
CUSTOMER COPY

Sign: _____
 Like us on Facebook!

Payments/Credits	\$0.00
Total	\$414.06
Balance Due	\$414.06



German Performance Options LLC

1227 Lebanon Pike
Nashville, TN 37210
615-248-9466
gpotuning@gmail.com

Invoice

Date	Invoice #
7/22/2015	

Bill To
Nashville, Tn.



Technician	Mileage	Year/Make/Model	VIN

Item	Quantity	Description	Rate	Amount
24 - Oil Change	1	Oil Change	15.00	15.00T
Parts	1	Oil Filter	13.25	13.25T
Parts	5	Full Synthetic Oil 504/507	10.31	51.55T
		Sales Tax	9.25%	7.38
unrelated service performed on same day				

Sign: _____
 Like us on Facebook!

Payments/Credits	\$0.00
Total	\$87.18
Balance Due	\$87.18



ID Number Search Results

Recalls	Investigations	Complaints	Service Bulletins
N/A	N/A	1	N/A

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

Date Complaint Filed: 08/01/2015

Component(s): ELECTRICAL SYSTEM , EXTERIOR LIGHTING

Consumer Location: NASHVILLE, TN

Date of Incident: 07/30/2015

NHTSA ID Number: 10745555

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

Manufacturer: Volkswagen Group of America, Inc.

Vehicle Identification No. (VIN): 3VWPL7AJ0BM...

SUMMARY:

RANDOM EXTERIOR LIGHTS WERE NONFUNCTIONAL WITH MULTIPLE DASHBOARD NOTIFICATION ERRORS. TOOK VEHICLE IN FOR SERVICE AND WAS TOLD THAT A BAD FUSE AND SHORTED OUT AND MELTED THE FUSE BOX CAUSING THE PROBLEM. FUSE BOX MUST BE REPLACED DUE TO OVERHEATING OF BAD FUSE. REPAIR PLACE SAID THIS IS A KNOWN PROBLEM WITH VWS AND CERTAIN MODELS HAD ALREADY BEEN ISSUED A RECALL.

IMPORTANT SAFETY RECALL



Das Auto.

Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 13V-569

**Subject: Safety Recall 97Z9 – Fuse (Plug-in Position F16)
2009-2011 Model Year Volkswagen Tiguan**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2009-2011 model year Volkswagen Tiguan vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

High thermal cycling and a soft-coated fuse used at the F16 location may cause movement between the socket and the fuse blade. This thermal dilution may cause abrasions on the fuse blade coating, which increases resistance. If this happens it may result in localized overheating. This, in turn, can disrupt the electrical current flow to the vehicle's exterior lights and cause a partial loss (but not a complete failure) of the vehicle's exterior lighting. A warning lamp and message in the instrument cluster will immediately alert the driver. Failing illumination may lead to reduced visibility of the vehicle and may lead to a crash.

What will we do?

To help identify/correct this defect, your authorized Volkswagen dealer will replace the existing F16 position fuse with a new, optimized hard-coated fuse. This work will take less than an hour to complete and will be performed for you free of charge.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

IMPORTANT SAFETY RECALL

**Lease vehicles and
address changes**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Reimbursement of
Expenses**

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

**Can we assist you
further?**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.,
Attn: Customer CARE (97Z9/2V)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 12, 2013

Mr. Chris Sandvig
General Manager Compliance/TREAD
Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

NVS-215KS
13V-569

Subject: Partial Loss of Exterior Lights

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

VOLKSWAGEN/TIGUAN/2009-2011

Mfr's Report Date: November 22, 2013

NHTSA Campaign Number: 13V-569

Components:

ELECTRICAL SYSTEM:FUSES AND CIRCUIT BREAKERS
EXTERIOR LIGHTING

Potential Number of Units Affected: 62,155

Problem Description:

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain model year 2009-2011 Tiguan vehicles manufactured July 2007 through June 2011. Due to a problem with the fuse for the exterior lights, the holder for the fuse that controls the vehicle's exterior lights circuit may melt.

Consequence:

If the holder melts, there may be a partial loss of exterior lighting. Reduced vehicle illumination diminishes the vehicle's visibility, increasing the risk of a crash.

Remedy:

Volkswagen will notify owners, and dealers will replace the fuse, free of charge. The recall is expected to begin in December 2013. Owners may contact Volkswagen at 1-800-893-5298. Volkswagen's recall number is 97Z9/2V.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.



This recall was the subject of a preliminary evaluation, PE13-036, conducted by the Office of Defects Investigation.

We have received Volkswagen's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

On August 20, 2013, NHTSA announced new changes to the requirements governing safety recalls. Some of these requirements are already in effect. Please ensure your company will be in compliance with each requirement on, or before, its respective effective date. For a summary of the requirements and their effective dates please click on the "New!" link at <http://www.safercar.gov/Vehicle+Manufacturers>.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement

Nashville, TN
USA



The Administrator
NHTSA
1200 New Jersey Ave, SE
Washington, DC 20590