

CL- 1024180-7574

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

[REDACTED]
Bullard, TX [REDACTED]

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

APR -8 2016

Dear Administrator,

I am writing this notification to inform you of a severe safety malfunction and manufacturer's defects still affecting my 2015 Volkswagen Passat VIN 1VWAS77A32FC [REDACTED]. I have enclosed a letter to the manufacturer that delineates the actions I have taken to pursue correcting these defects. I have also filed an NHTSA online complaint which summarizes the issues I am still experiencing with this vehicle. The tracking number for the complaint is 10824180.

I have been unable to get the manufacturer, the dealer or another authorized service center to take proactive corrective actions to eliminate the malfunctions or make any settlement for the vehicle. I am currently cooperating with and pursuing any remedy through the Texas Department of Motor Vehicle Enforcement Division Lemon Law Section.

I would appreciate your assistance in rectifying these deficiencies.

Sincerely,
[REDACTED]

Enclosure

NM
41516
SMD

[REDACTED]
Bullard, TX [REDACTED]

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

RE: 2015 Volkswagen Passat
Case: [REDACTED]
VIN: 1VWAS7A32FC [REDACTED]
March 17, 2016

To Volkswagen of America
ATTN: Adrian Guerrero

I am in receipt of your letter dated February 29, 2016 in which Volkswagen states that "the situation does not merit a settlement offer" and "we are not able to assist in all cases." I am writing this letter to once again let Volkswagen of America know that dangerous manufacturer defects still exist in the 2015 Volkswagen Passat referenced above.

As the manufacturer of the vehicle, please be aware that as I have notified you before, as I drove the 2015 Passat, within the first 100 miles of owning the vehicle, it became increasingly more difficult to stop. I was told by the salesman Brandon that the computer of the vehicle would make corrective adjustments and that by 2000 miles the "kinks" would be worked out. After driving the vehicle over 3500 miles the "kinks" are getting worse.

After receiving the Camshaft Recall Notification in December, I contacted Volkswagen of America and was instructed to take the vehicle to the dealer for service. I hoped that this could correct the dangerous braking issues I was experiencing. At that time I expressed deep concerns for the safety of the driver and passengers traveling in the vehicle to both Travis Potter, General Manager of the Gorman McCracken Volkswagen of Longview and Cory a Volkswagen Regional Representative.

After the vehicle's camshaft was replaced the vehicle performed even more unsafely than before. On my way home from the dealership, the vehicle began shaking violently. I continued driving but over the next week the following malfunctions occurred with no fault lights; the vehicle lurched when at two different stop signs; the engine revved up to 5000 RPM's without the gas pedal being depressed; the brake pedal locked up not allowing the vehicle to reverse; and several times it took an extra amount of time and distance to stop the vehicle. The last time, the vehicle came to stop in the middle of an intersection. The vehicle was overruling the driver's action and input placing me and my passengers in harm's way.

The vehicle was unsafe to drive back to Longview where I purchased the vehicle, so I chose the closest authorized service center, Patterson, for service. I expressed the concerns for the vehicle to the service advisor. I spoke with Johnny Crum, Service Manager of Patterson Volkswagen in Tyler, Texas. After having the vehicle for several days, he stated that a factory representative had been consulted but that no corrective measures were taken to repair the dangerous and severe braking issue that still exist.

I have filed a complaint with the Texas Lemon Law because to this point Volkswagen of America has not taken responsibility for the manufacturer's defect and has made no appropriate corrective action to provide a safe vehicle free of malfunction. Therefore, in accordance with the Department of Motor Vehicles Enforcement Division Lemon Law Section, I am requesting that Volkswagen of America take immediate corrective actions to repair this vehicle so that it is safe for driver and passenger travel.

Sincerely,

[REDACTED]

CC: Bob Swartz, Case Advisor, Lemon Law Section
Travis Potter, General Manager, Gorman McCracken Volkswagen
Johnny Crum, Service Manager, Patterson Volkswagen

BULLARD, TEXAS

CERTIFIED MAIL™



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RETURN RECEIPT
REQUESTED

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

20590

