

CL. 10869936-3182

SAFETY ADMINISTRATOR (NHTSA)
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, SE
WASHINGTON, DC 20590 (two cc's) (4/10/16)

MAY -4 2016

MY WIFE + I SIGNED PAPERS WITH NEFTIN VOLKS-
WAGEN, THOUSAND OAKS, CA FOR A 3-YEAR LEASE
ON 2/14/16. WE TOOK POSSESSION OF A NEW, 2016
VW PASSAT (#1VWAT7A32GC [REDACTED]) ON THAT SAME DATE.

I HAVE NOW DRIVEN THIS CAR FOR APPROXIMATELY
TWO MONTHS. I AM CONCERNED ABOUT SAFETY IN
THE PERFORMANCE OF THIS VEHICLE. I BELIEVE
THIS SAFETY PROBLEM IS RELATED TO THE
TURBOCHARGED DIRECT INJECTION (TDI) ENGINE.

- DUE TO AN ACCIDENT ON THE #101 FREEWAY, WE
WERE IN HEAVY, STOP + GO TRAFFIC. I WANTED TO
CHANGE LANES TO GET OFF THE FRWY. WHEN THE
OPPORTUNITY CAME, I SIGNALLED + TURNED THE
WHEELS TOWARD THE LANE TO THE RIGHT. I
STEPPED ON THE ACCELERATOR, BUT THE
ENGINE DID NOT RESPOND. IT SEEMED TO
PAUSE (2 OR 3) SECONDS, AND WHEN IT DID
KICK-IN, IT WAS A SURGE OF UNWANTED POWER
ON A VERY CROWDED FREEWAY. MEANWHILE,
THE GAP THAT I NEEDED TO CHANGE LANES
HAD CLOSED, AND THE NOSE OF THE CAR WAS
AT AN ANGLE INTO THE NEXT LANE.

- I WAS DRIVING NORTH ON THE #405 FREEWAY @
APPROX. 65 MPH. I WANTED TO TRANSITION TO THE
#118 FREEWAY. I SLOWED DOWN TO MAKE THIS CHANGE,
AND WHEN I ATTEMPTED TO ACCELERATE AGAIN,
THERE WAS THAT SAME PAUSE, FOLLOWED BY AN
ETREME SURGE OF POWER, CAUSING ME TO MISS
THE EXIT LANE. ALTHOUGH I WAS ABLE TO AVERT
AN ACCIDENT ON BOTH OF THESE EXAMPLES,
THE POTENTIAL FOR DISASTER WAS THERE.

NM
Sille
SMD

• THE CAR IS ALSO VERY VULNERABLE ON SURFACE STREETS, WHILE DRIVING AT SLOW OR MED. SPEEDS. IT'S ALWAYS A SHOCK WHEN THAT SUDDEN SERIES OF EVENTS HAPPEN: A PAUSE FOLLOWED BY A SURGE OF POWER, WHEN STEPPING ON THE ACCELERATOR. THE DRIVER DOES NOT HAVE CONTROL OF THE VEHICLE FOR CONTINUING BRIEF PERIODS OF TIME. IF YOU NEED TO PASS ANOTHER CAR ON A HIGHWAY DURING A "PAUSE + SURGE" EVENT, IT COULD BE DEADLY.

I TOOK THE CAR BACK TO THE DEALER TWICE TO SEE IF THIS PROBLEM COULD BE CORRECTED. I SPOKE TO BOTH THE SALES + THE SERVICE DEPTS. THEY HAVE A NAME FOR THIS ENGINE FUNCTION: "THE TURBO PAUSE". I WAS TOLD THAT THIS IS THE WAY THIS CAR'S ENGINE WAS DESIGNED AND THAT I WOULD HAVE TO ADJUST TO IT. I DID DISCOVER THAT OTHER DRIVERS HAVE VOICED SIMILAR CONCERNS REGARDING THIS PROBLEM.

I HAVE CONCLUDED THAT THIS VOLKSWAGEN VEHICLE, WHICH USES THE TURBOCHARGED ENGINE, IS NOT A SAFE CAR TO DRIVE. FOR THE SAFETY OF MY FAMILY, I AM ASKING VOLKSWAGEN OF AMERICA, INC. TO DIRECT + ASSIST ME IN THE IMMEDIATE RETURN OF THIS VEHICLE. THIS SHOULD BE DONE WITHOUT ANY LOSS OF MY ORIGINAL COSTS, INCLUDING THE TRADE-IN + THE MAINTENANCE PLAN AMOUNTS. I WILL WAIT FOR YOUR RESPONSE. THANK YOU.

CC'S:

• VOLKSWAGEN OF AMERICA, INC.
3800 HAMLIN RD, AUBURN HILLS, MI 48326

• THE NEW MOTOR VEHICLE BOARD
1507 21ST STREET, SUITE #330
SACRAMENTO, CA 95811
PH 916/445-1888

SINCERELY,

[Redacted Signature]

CALABASAS, CA [Redacted]

PH# [Redacted]



SANTA CLARITA, CA 913

11 APR 2006 7:56 A



SAFETY ADMINISTRATOR (NHTSA)
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINSTN.
1200 NEW JERSEY AVENUE, SE
WASHINGTON, DC 20590

20003366000

