

CL 70883101 - 2049

NHTSA Headquarters
1200 New Jersey, SE
WEST Building
WASHINGTON, DC 20590

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

July 7, 2016

Dear Administrator,

JUL 13 2016

This is a follow up on the NHTSB Complaint No. 10883101. I feel it is a very serious issue & the 2010 VW Routan and the little bit I put on the e-complaint could not really get to the guts of the issues. These cars are VERY HAZARDOUS!! Had I known what I know now, I'd never have purchased one. I just wanted a bigger vehicle, so I traded in my very safe Pontiac Vibe. I wanted more space for the grandkids & their car seats. Please Please read all the info I've sent & also view the website. [REDACTED]

There are 2000s of complaints about the 2010 Routan and mine has experienced all of them at some time - first since I purchased it 4-20-15. Right now it's doing the blinking ABS, ESP, skid symbol, shutting off the cruise, shutting down the vehicle intermittently. It could kill someone. These cars need recalled or fixed completely & owner compensation.

Sincerely,

[REDACTED]
DEFIANCE, OHIO

NM
71416
SMD

Document Search

Volkswagen Routan, lemon law, defect, claim, problem, electrical issue, Volkswagen Routan class action, recall, warranty coverage.

Make : Volkswagen

Model : ROUTAN

Year : 2010

Copy

Manufacturer : Volkswagen OF AMERICA, INC

Crash : No

Fire : No

Number of Injuries : 3

ODI ID Number : 10394009

Number of Deaths : 0

Date of Failure : March 1, 2011

Is this my car?

VIN : 2V4RW3D14AR...

Component: ELECTRICAL SYSTEM

Summary:

DEATH & INJURY RISK! Volkswagen 2010 ROUTAN SUDDENLY SHUTS OFF WHILE DRIVING ON THE HIGHWAY AT 65MPH. THIS HAS HAPPEN MORE THAN A FEW TIMES. TODAY IS THE LAST STRAW AS I WAS DRIVING ON THE HIGHWAY WITH MY KIDS. I BARELY SURVIVE THE INCIDENT. I HAVE NOT PICKED UP THE CAR FROM SERVICE SINCE AND I AM TRYING TO GET VW TO PUT IN ON ANOTHER VEHICLE. I HAVE READ THAT OTHER PEOPLE HAVE HAD THESE REPAIRS DONE AND THEY STILL ARE SHUTTING OFF AND SQUASHING THEIR KIDS. I HAVE SPOKEN TO VW SINCE I TURN IN MY CAR FOR SERVICE AND TOLD THEM I DON'T WANT THE VEHICLE ANY MORE. VW KEEPS GIVING THE RUNAROUND AND HAVE BEEN STRINGING ME ALONG TELLING ME THAT THEY WILL HELP ME BUT TO WAIT FOR THEIR CALL TOMORROW. I HAVE BEEN WAITING FOR OVER 2 WEEKS SINCE I TOOK THE VAN IN TO SERVICE. EVERY DAY I CALL BACK AS THEY DON'T KEEP THEIR PROMISE OF A CALL BACK. I HOWEVER GET THE SAME INDIVIDUALS AND THEY SAY THEY CAN'T DO ANYTHING UNTIL THE CAR GETS FIXED. WELL WHAT IF THEY CAR DOES NOT GET FIXED OR TAKES MONTHS, AM I SUPPOSED TO WAIT? I STRUGGLE SO MUCH TO GET A CAR RENTAL FROM THEM AND WHEN I DID, THEY GOT ME A COMPACT VEHICLE. I CAN'T TRANSPORT MY FAMILY IN THAT! AFTER COMPLAINING SO MUCH THEY FINALLY APPROVED A LARGER VEHICLE RENTAL. I HAVE RECEIVED THE CALL FROM SERVICE SAYING THE VEHICLE IS READY FOR PICKUP AND IT HAS BEEN REPAIRED. I CALLED VW AGAIN NOW THAT THE CAR SERVICE IS COMPLETED AND NOW THE VW PEOPLE ARE SAYING THAT THEY CAN'T DO ANYTHING AND TO PICK UP THE VEHICLE. WHY STRING ME ALONG IF YOU KNOW THAT WAS THE ONLY OPTION THEY WERE GOING TO GIVE ME. THEY SAID TO GIVE THEM ONE MORE DAY AND TO EXPECT A CALL BACK AGAIN. I ASKED THEM WHAT IS THE PROCEDURE OR THE PLAN BUT THEY SAID THEY COULD NOT TELL ME ANYTHING ABOUT THEIR INTERNAL PROCESSES AND TO JUST WAIT FOR A CALL. I GUESS AT THIS TIME I HAVE NO CHOICE BUT TO TAKE LEGAL ACTION. I HAVE BEEN A LOYAL VW OWNER FOR 8YRS BUT IF VW DOES NOT PUT ME IN A GERMAN VEHICLE I CAN EXPECT LEGAL ACTION IS THE ONLY ALTERNATIVE. *TR

Document Search

- Volkswagen Routan, lemon law, defect, claim, problem, electrical issue, Volkswagen Routan class action, recall, warranty coverage.

Make : Volkswagen

Model : ROUTAN

Year : 2010

Manufacturer : Volkswagen OF AMERICA, INC

Crash : No

Fire : No

Number of Injuries : 3

ODI ID Number : 10394007

Date of Failure : March 1, 2011

Number of Deaths : 0

VIN : 2V4RW3D14AR...

Component : ELECTRICAL SYSTEM

Summary:

DEATH & INJURY RISK! Volkswagen 2010 ROUTAN SUDDENLY SHUTS OFF WHILE DRIVING ON THE HIGHWAY AT 65MPH. THIS HAS HAPPEN MORE THAN A FEW TIMES. TODAY IS THE LAST STRAW AS I WAS DRIVING ON THE HIGHWAY WITH MY KIDS. I BARELY SURVIVE THE INCIDENT. I HAVE BEEN TAKING THE VEHICLE TO VW SERVICE MULTIPLE TIMES. I KEEP GETTING THE RUNAROUND AND THEY SAY THE VEHICLE IS FINE AS THEY CANNOT REPRODUCE THE ISSUE. I GUESS MY KIDS' LIVES ARE NOT IMPORTANT TO VW. THE VAN IS BRAND NEW AND ONLY HAS 8K MILES. VW SAID THAT THEY COULD NOT DO ANYTHING AND THE ONLY ADVICE WAS THAT IF IT SHUTS OFF AGAIN DONOT TURN ON THE VEHICLE STAY WHERE YOU ARE JUST CALL ROAD SIDE ASSISTANCE. THAT IS THE MOST RIDICULOUS ADVICE I HAVE EVER HEARD! I WOULD NEED TO STAY IN THE MIDDLE OF THE HIGHWAY OR IN BETWEEN A TRAFFIC INTERSECTION WITH MY KIDS. I HAVE STRUGGLED SO MUCH TO ESCALATE THIS AND NOW FINALLY VW HAS REPLACE THE IGNITION SWITCH BASE ON THE 03/10/11 RECALL. THIS VAN ALSO HAS OTHER PROBLEMS WITH THE AUTOMATIC DOORS. THESE DOORS SMASH MY KIDS AND HAVE HAD SOME INJURIES BECAUSE OF THIS. YOU TRIGGER THE DOORS TO OPEN AND YOU THINK THEY WILL REMAIN OPEN BUT THEY DON'T LOCK. THE DOORS RAPIDLY CLOSE THEM SELF, TRAPPING ANYTHING IN THEIR WAY. THE SAME BEHAVIOR HAPPENS AS YOU WALK AWAY AND THINK THE DOOR WILL SHUT AND LOCK. YOU COME BACK FROM WALMART AND SEE THAT THE DOORS ARE WIDE OPEN. THE LAST THING I NEED IS SOME SICKO HIDING IN THE VEHICLE AND I THINK MY VEHICLE IS SAFE FOR ME AND MY KIDS. ALSO WHEN YOU PUT THE VAN IN REVERSE THE VEHICLE STUTTERS AND JERKS WITH LITTLE TORK. I HAVE TAKEN THE VEHICLE FOR THESE ISSUES AS WELL AND THEY ARE NOT ABLE TO REPLICATE SO THEY CANNOT DO ANYTHING. IN THE PROCESS OF ALL OF THIS I HAVE ALSO FOUND THE MOST DEPRESSING NEWS, MY VW IS ACTUALLY A CHRYSLER. I COULD NOT BELIEVE IT WHEN I HEARD THIS BUT I CONFIRMED IT. NO ONE EVER TOLD ME THAT I WAS ACTUALLY BUYING A CHRYSLER VAN. I THOUGHT I WAS BUYING A GERMAN VEHICLE. THESE HORRIBLE EVENTS HAVE BEEN TRAUMATIZING. *TR

Is this my car?

Copy

OHIO CERTIFICATE OF TITLE

ISSUING OFFICE: FULTON
RESIDENT OFFICE: DEFIANCE

STATE OF OHIO No. [REDACTED]
ORIGINAL

ISSUE DATE: 04/22/2015

IDENTIFICATION NUMBER:
2V4RW3D14AR [REDACTED]

PURCHASE PRICE:
\$16,489.00

YEAR: 2010 MAKE: VOLK MAKE DESCRIPTION: VOLKSWAGEN

BODY TYPE: SW MODEL: ROT MODEL DESCRIPTION: ROLITAN

CONVERSION:

TAX: \$1,045.51

MILEAGE: 51,874 EVIDENCE: OH [REDACTED]

REG BRAND: ACTUAL

DEPARTS:

ISSUES:

DEFIANCE, OH

PREVIOUS OWNER:

ARCHBOLD, OH

REGISTRATION

EXPIRES	03/31/16
TRANSFER ISSUED	04/28/15
TRUCK WEIGHT	
Registration of Motor Vehicles	

COPY

LIEN DISCHARGE

Lienholder:

By:

Authorized signature

Date:

CLERK LIEN CANCELLATION

By:

Deputy Clerk

Date:

LIEN DISCHARGE

Lienholder:

By:

Authorized signature

Date:

CLERK LIEN CANCELLATION

By:

Deputy Clerk

Date:

WITNESS MY HAND AND OFFICIAL SEAL THIS 22nd DAY OF APRIL, 2015
(SEAL)



Paul E. MacDonald

PAUL E. MACDONALD
CLERK OF COURTS

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.

Copy

2010 Volkswagen Repairs since purchasing it from CAR 1 on 4-20-2015

Repair	who did it	cost
Within the 1 st 30days	Car 1 replaced faulty set of Brakes	\$0 under their 3,000more mi warranty
9-14-2015 Ck brakes, scraping, and Replace brakes and rotors	Little German Village VW In Ridgeville Corners, OH	\$298.23
10-13-2015 Tire patch- sensor lt. on	Monroe Muffler & Brake Bryan, OH	\$20.06
10-06-2015 Car radiator and hose spewing Called AAA to have car towed while in Columbus, OH. Towed to Boy-RAD INC Pressure test, heater supply Hose assembly, cooling system service, engine degreasing and clean up the coolant mess.		\$ 366.04
11-03-2015 Someone hit my car in the parking lot while I was working at [REDACTED] Small dent in door. Repaired and repainted by Batt and Stevens Body Shop Paid by my State Farm auto insurance.		\$586.27
11-30-2015 Tire sensor back on so had it ckd again Routine lube, oil & filter, and air filter done too	by Monroe Muffler Defiance, OH	\$43.96
01-2016 Dead batter when in Meijer parking lot. Husband bought a new battery and put it in.		
03-18-2016 routine lube, oil, & filter	done by Northwest Automotive LLC in Defiance, Oh	\$25.30
03-30-2015 Power steering hose, diagnose oil leak, degrease engine	by Northwest Automotive LLC. Defiance, OH	\$292.12
06-01-2016 Check engine light on again-found small leak at gas cap Trouble code P0456, new gas cap, cleared trouble codes, road tested	Done by Northwest Automotive LLC.	\$85.56
06-028-2016 Check engine light on again, periodic flashing of ESP, ABS, ESP and the skid symbols, car occasionally sills and the cruise quits working. Smoked evap system diagnosing trouble code Po456-found smoke coming from the evap system . Remove the fuel tank and installed new evap filter, cleared the trouble codes after putting bk. Together	Northwest Automotive LLC.	\$140.06

[REDACTED]
DEFIANCE, OHIO
[REDACTED]

7-6-14



DEFIANCE OHIO



METROPLEX MI 480

07 JUL 2016 PM 14 L



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Administrator
1200 NEW JERSEY, SE
WEST BUILDING
WASHINGTON, DC 20590

20590-

