

File a Report



This form provides a way for you to collect the information you will need to submit when you are ready to submit this form online. We encourage you to use the online form to formally submit a report. However, if you can't fill in the online form, you may choose to print this form and mail a signed copy to the address on the right. Do not send in the form and fill it out online, only submit it once.

If you are unsure about how to fill in a multiple-selection field in this form skip it. Please make sure that you provide full detail in the description of the hazardous incident or safety concern.

US Consumer Product Safety Commission
4330 East West Highway
Bethesda, MD 20814
Attention: Safety Complaint
Phone: 1-800-638-2772
E-mail: info@cpsc.gov
www.saferproducts.gov

*** Indicates required field**

* I am a / I am affiliated with:

- Consumer
- Local Government Agency
- State Government Agency
- Federal Government Agency
- Public Safety Entity
- Health Care Professional
- Medical Examiner and Coroner
- Child Service Provider



Tell Us What Happened

* I am reporting:

- A hazardous incident: An actual incident or injury involving an unsafe consumer product.
- A safety concern: The potential for an unsafe consumer product to cause an incident or injury.

* Please describe the hazardous incident or safety concern:

Please see attached letter + documentation. I believe Volkswagen should be notifying car owners about this. We happen to own 2 of the tabotian vehicles and this happened to both of them?

Important: Include details such as how the product was being used, what happened to prompt your report and any injuries that were sustained. Do not provide personally identifiable information in this box.

Disclaimer: The Commission does not guarantee the accuracy, completeness or adequacy of the contents of the Consumer Product Safety Information Database, particularly with respect to the accuracy, completeness or adequacy of information submitted by persons outside of the CPSC.

Tell Us What Happened (continued)

*Incident Date:
(mm/dd/yyyy)

6/20/15 + 11/2014

Is this an Estimated Date? Yes No

Location:

- Home / Apartment / Condominium
- Mobile / Manufactured Home
- Place of Recreation or Sports
- Street or Highway
- School
- Industrial
- Farm / Ranch
- Other Public Property /Office
- Unknown

Incident Address:

[Redacted Address]

Apt / Office / Suite:

[Empty Field]

City:

[Empty Field]

State:

[Empty Field]

Postal Code:

[Empty Field]

Country:

[Empty Field]

This is my home address

People Involved and Their Injuries

This section only applies if you are reporting a hazardous incident, not a safety concern.

For each victim involved you will need to provide the following information. We have provided space for one victim, when you fill in the online report you can enter the information for many victims.

Number of Victims
Involved

The term "victim" covers any individual killed, injured or exposed to a possible product-related hazard and does not imply that the product caused an incident.

* Injury Information (select one):

- Incident, No Injury
- Injury, No First Aid or Medical Attention Received
- Injury, First Aid Received
- Injury, Medical Attention Received
- Injury, Emergency Department Treatment Received
- Injury, Hospital Admission
- Death

Location of Injury (if applicable):

- 25 - 50 % of body
- All parts of body (more than 50% of body)
- Ankle
- Arm
- Ear
- Elbow
- Eyeball
- Face (including eyelid, eye area, and nose)
- Finger
- Foot
- Hand
- Head
- Internal (use with Aspiration and Ingestion)
- Knee
- Leg
- Mouth
- Neck
- Pubic Region
- Shoulder (including clavicle, collarbone)
- Toe
- Torso
- Wrist
- Not Recorded

Type of Injury (select up to two):

- Amputation
- Bleeding
- Break, Fracture
- Bruising, Scratches
- Burn
- Concussion
- Cut
- Dental Injury
- Dermatitis, Conjunctivitis, Skin or Eye Irritation/Rash
- Dislocation
- Drowning
- Electric Shock
- Foreign Object Stuck In or On the Body
- Internal Organ Injury
- Lack of Oxygen
- Nerve Damage
- Object Inhaled
- Object Swallowed
- Poisoning
- Puncture
- Severe Bruising
- Skin Tear, Skin Flap, Nail Detachment
- Strain, Sprain
- Other/Not Stated

Your relationship to this victim:

- Self
- My child
- My parent
- My spouse
- Other relative
- My friend /neighbor / co-worker
- My client, patient, student etc. (professional relationship)
- No relationship

Victim's Gender: Male Female

Victim's age at the time of the incident:

For children under age 3, provide the age in years and months Years Months

Victim is of Hispanic/Latino origin Yes No

Victim's Race: White

- Black/African American
- Asian
- American Indian/Alaska Native
- Native Hawaiian/Pacific Islander
- Unknown

Other

Specify Other Race:

Victim's First Name:

E-mail:

Victim's Last Name:

Phone:

The victim's address is the same as the incident address.

Use the address below.

Victim's Address:

Apt / Office / Suite:

City:

State:

Postal Code:

Country:

Tell Us About the Product

In order to investigate your report, CPSC needs to know about the product. Product identification found on labels or manuals is especially important. We ask that you fill in as much information as you can about the product.

*Product Category (select one):

- | | | |
|---|--|---|
| <input type="checkbox"/> Clothing & Accessories | <input type="checkbox"/> Hobby | <input type="checkbox"/> Sports & Recreation |
| <input type="checkbox"/> Containers & Packaging | <input type="checkbox"/> Home Maintenance & Structures | <input type="checkbox"/> Toys, Kids, & Baby |
| <input type="checkbox"/> Drywall | <input type="checkbox"/> Kitchen | <input type="checkbox"/> Yard & Garden |
| <input type="checkbox"/> Electronics | <input type="checkbox"/> Personal Care | <input checked="" type="checkbox"/> None of these |
| <input type="checkbox"/> Fuel, Lighters & Fireworks | <input type="checkbox"/> Products at Public Facilities | |
| <input type="checkbox"/> Furniture, Furnishings & Decorations | | |

*Product Description:

Important: Please write a description of the product, including the product name and any other information that will help us identify the product and purpose for which it is used.

2010 Volkswagen Router

Brand Name: Volkswagen

Model Name or Number: Router Serial Number:

Manufacturer/Private Labeler Name:

Date Manufactured (mm/dd/yyyy):

Manufactured Date Code:

Manufacturer or Private Labeler Address: (if known)

Purchased From (Store Name or Internet site): Smeltown VW Retailer Location (State): NY

Purchase Date: (mm/dd/yyyy) 2010 Is this an Estimated Date? Yes No

More Important Questions About the Product

- I still have the product. Yes No N/A
(Please try to keep the product for at least 30 days after submitting the report for CPSC's use.)
- The product was damaged before the incident. Yes No N/A
- The product was repaired before the incident. Yes No N/A
- The product was modified before the incident. Yes No N/A
- Have you contacted the manufacturer? Yes No N/A
- If not, do you plan to contact them? Yes No N/A

NOTE: The online form contains a section where you may upload pictures or similar documentation from your computer. You are encouraged to submit pictures of the product, its packaging, bar code or other identifying information.

Your Contact Information

Please provide your contact information below. Your name and contact information will never appear in the Public Database.

*First Name: [redacted] *Last Name: [redacted]

You must be 18 years old to submit a report. If you are not 18, please skip down the form and provide the contact information for your parent or guardian. CPSC will contact this person to verify this report.

- I am 18 years of age or older.
- My contact address is the same as the incident address.
- Use the address below.

*Address: [redacted] Apt / Office / Suite: [redacted]
*City: Smithtown *State: NY *Postal Code: [redacted]
*Country: USA
E-mail: [redacted] Phone: [redacted]

Please provide a parent or guardian's information below only if you are younger than 18 years old.

First Name: [redacted] Last Name: [redacted]
Phone: [redacted] E-mail: [redacted]
Address: [redacted] Apt / Office / Suite: [redacted]
City: [redacted] State: [redacted] Postal Code: [redacted]
Country: [redacted]

Consent & Submit

Please let us know how you would like us to handle your report.

*May we include your report including any documents or photographs that you have attached to your report, but without your name and contact information, in CPSC's Public Database?

- Yes, you may include my report in the Public Database.
 No, do not include my report in the Public Database.

*May we release your name and contact information to the product manufacturer or private labeler?

- Yes, you may release my name and contact information to the product manufacturer or private labeler.
 No, do not release my name and contact information to the product manufacturer or private labeler.

*By signing this form I certify that the information provided in this report is true and accurate to the best of my knowledge, information, and belief.

[redacted signature]

Signature

12/21/2016
Date

**MARK & PAUL SERVICE STATION INC.
 (DBA) AL & AL SERVICE CENTER
 605 SUNRISE HIGHWAY
 WEST BABYLON, N.Y. 11704
 (631)669-9807 DMV # 7095309**

Customer: [REDACTED]
 Address: [REDACTED]
 City, State: [REDACTED]
 Day Phone: [REDACTED]
 Night Phone: [REDACTED]
 Fax: [REDACTED]
 Estimate Ref: [REDACTED]
 Date: June 24, 2015
 Time: 01:21 PM

Service Writer: MARK
 Service Tech: MARK
 VID: [REDACTED]
 Mileage: 47568

Vehicle: 2010 Volkswagen Routan (7B1) V6-3.8L (CGUA)

Description	Part #/Labor Rate	Qty	Price/Time	Extended
LEFT FRONT WINDOW REGULATOR		1	95.00	95.00
REMOVE & REPLACE LEFT FRONT REGULATOR ASSEMBLY		1	130.00	130.00
			Labor Total	130.00
			Parts Total	95.00
			Sub-Total	225.00
			Labor Tax 8.625%	11.21
			Parts Tax 8.625%	8.19
			Tax Total	19.40
			Total	\$ 244.40

Signature _____ Date _____

MARK & PAUL SERVICE STATION INC.
(DBA) AL & AL SERVICE CENTER
605 SUNRISE HIGHWAY
WEST BABYLON, N.Y. 11704
(631)669-9807 DMV # 7095309

Customer: [REDACTED]
 Address: [REDACTED]
 City, State: [REDACTED]
 Day Phone: [REDACTED]
 Night Phone: [REDACTED]
 Fax: [REDACTED]
 Estimate Ref: [REDACTED]
 Date: November 28, 2016
 Time: 03:42 PM

Service Writer: MARK
 Service Tech: MARK
 VID: [REDACTED]
 Mileage: 58159

Vehicle: 2010 Volkswagen Routan (7B1) V6-3.8L (CGUA)

Description	Part #/Labor Rate	Qty	Price/Time	Extended
LUBE OIL & FILTER SERVICE SYNTHETIC		1	65.00	65.00
LEFT FRONT WINDOW REGULATOR		1	95.00	95.00
REPLACE LEFT FRONT WINDOW REGULATOR ASSEMBLY		1	130.00	130.00
			Labor Total	130.00
			Parts Total	160.00
			Sub-Total	290.00
			Labor Tax 8.625%	11.21
			Parts Tax 8.625%	13.80
			Tax Total	25.01
			Total	\$ 315.01

[REDACTED SIGNATURE]

Signature

11/28/16
 Date

Handwritten calculations:
 95.00
 130.00
 225.00
 19.40
 244.40

[REDACTED]

[REDACTED]
Smithtown, NY [REDACTED]
[REDACTED] (Home)
[REDACTED]

November 30, 2016

Volkswagen Group of America
2200 Ferdinand Porsche Dr.
Herndon, VA 20171

Re: Apparent Mechanical Issue

Dear Sir or Madam:

We are the purchasers of two (2) 2010 Volkswagen Routans. We have been very happy with them except for one issue. I would hope that you must be aware of the fact the these cars seem to have an inherent issue with the driver side window "regulators" since BOTH of these vehicles have had to have them replaced. The first incident was about 1 ½ years ago and the other this past weekend. You may want to note that neither vehicle was over 60,000 miles at the time of the incident. (Well under the 1,000 miles per month expected).

When the part goes, it sounds like a bomb going off which has hit the window and could literally scare the life out of the driver and easily cause one to drive off the road or into oncoming traffic. I would think you have previously been made aware of this issue and should notify folks who have purchased these cars. We have had to pay \$500 in total to have this fixed. Once it occurred while we were out of town and the other while driving to a local store. Since we had one repaired already, we went back to the same person to have the second repaired.

I would like to know if there is any way we can be reimbursed for this problem. It seems odd to me, at least, that there should be some action taken to advise the folks who have these cars and get it fixed before someone drives off the road from the frightful sound created. Please let me know if you need any further information and if you are willing to compensate us for this problem.

Best regards,

[REDACTED]

Owners

Q All [redacted] This search your mailbox

Search Mail [redacted] [redacted]

Home [redacted] [redacted]

Compose [redacted]

Archive Move Delete Spam Merge

- Auto Email - Outlook, AOL and more
- Inbox (11)
- Drafts
- Sent
- Archive
- Spam
- Trash (3)
- Smart Views:
 - Important
 - Unread
 - Starred
 - People
 - Social
 - Shopping
 - Travel
 - Finance
- Folders
 - Apple
 - CRUISE 2017
 - Drafts
 - Junk
 - Kind Picky-Quilting
 - Mom_emails
 - recipes
 - Saved_mail
 - Solar Email
 - Synced Messages
 - Julius and bowen
 - Unwanted
- Recent

Volkswagen Customer CARE [redacted]

Dec 13 at 7:43 PM

VWQA Customer CARE <VWCustomerCARE@vw.com>

To: [redacted]

Reference: [redacted]

Date: [redacted]

I appreciate you reaching out to me here at Volkswagen and your ownership is very important to me. Please know I am sorry that you are having concerns with the window regulators in both of your Routans. This is not the experience we want you to have and I know you did not expect this when purchasing the vehicle.

I would be more than happy to review your request for reimbursement. In order for me to do so I would need more information from you. At your earliest availability, please send in a copy of your repair order and method of payment. This would be our first step to see if there is anything I can do for you.

I look forward to your response and working with you. I hope you enjoy your day!
Sincerely,

Collin Y.
Customer CARE Advocate

Add Email, Outlook, AOL and more

Inbox (11)

Drafts

Sent

Archive

Spam

Trash (3)

Smart Views

Important

Unread

Starred

People

Social

Shopping

Travel

Finance

Folders

Apple

CRUISE 2017

Drafts

Junk

Kyle Picky-Quitting

Mom_emails

recipes

Saved_mail

Solar Emails

Syncced Messages

Tutus and bows

Unwanted

Recent

Volkswagen Customer CARE

VWcA Customer CARE <VWCustomerCARE@vw.com>

Dec 15 at 9:57 AM

Reference

Description

I wanted to take a moment and follow up with you to make sure you received my previous email.

At your earliest availability, please send in a copy of your repair order and method of payment. I would like to see if there is anything I can do for you in regards to your koutan.

If you have any further questions, let me know. I would be happy to answer them for you.

Sincerely,

Colin Y.

Customer CARE Advocate

All - Rita, search your mailboxes

Search Mail Search Mail

Home Write Settings

Compose

Archive Move Delete Spam More

Fullscreen

Add Email Outlook, AOL and more

Inbox (13)

Drafts

Sent

Archive

Spam

Trash (3)

Smart Views

Important

Unread

Starred

People

Social

Shopping

Travel

Finance

Folders

Apple

CRUISE 2017

Drafts

Junk

Ent Pchy-Quilling

Mom_emails

recipes

Saved_mail

Solar Emails

Synred Messages

tutus and bows

Unwanted

Recent

Volkswagen Customer CARE

VWolA Customer CARE <VWCustomerCARE@vw.com>

Dec 16 at 10:59 AM

To: [Redacted]

Reference: [Redacted]

De: [Redacted]

Thank you for reaching back out to me as your fousan concerns are important and I want you to enjoy your vehicle. You are welcome to send those repair orders in at any time. Once I have them, I will be happy to review the documents to see if there is anything I can do for you. I hope you enjoy your weekend and have a great upcoming holiday!

Sincerely,
Colin Y.
Customer CARE Advocate

- Mail (17)
- Drafts
- Sent
- Archive
- Spam
- Trash (3)
- Smart Views
 - Important
 - Inthread
 - Starred
 - People
 - Social
 - Shopping
 - Travel
 - Finance
- Filters
 - Apple
 - CURSE 2017
 - Drafts
 - Junk
 - Kind Picky-Quitting
 - Mail_emails
 - recipes
 - Saved_mail
 - Solar Emails
 - Synced Messages
 - Tulus and Jom
 - Unwanted
- Recent

Volkswagen Customer CARE

Dec 19 at 9:14 AM

VWcA Customer CARE <VWCustomerCARE@vw.com>

To: [Redacted]

Reference: [Redacted]

Thank you for responding with the applicable documentation. I will be able to review this to see if there is anything I can do for you. With that being said, the repair orders only have the last seven digits of the Vehicle Identification Numbers (VIN). At your earliest availability, please confirm the entire VIN for both of your vehicles. I apologize for any inconveniences, however, I need them to complete the review process. I look forward to your reply and have a great day!

Sincerely,

Colin Y.
Customer CARE Advocate

Add Gmail, Outlook, AOL, and more

- Inbox (15)
- Drafts
- Sent
- Archive
- Spam
- Trash (3)
- Smart Views
 - Important
 - Unread
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 - Shopping
 - Travel
 - Finance
- Folders
 - Apple CRUISE 2017
 - Drafts
 - Junk
 - Knit Picky-Quilting
 - Mom_emails
 - recipes
 - Saved_mail
 - Solar Emails
 - Synced Messages
 - urus and bows
 - Unwanted
- Recent

Re: Volkswagen Customer CARE [redacted]

Today at 9:47 AM

To: VWoA Customer CARE

Colin,

I fully realized length of warranty but I also felt that since this happened to two identical vehicles, there must be a problem you were, or should be, aware of. Seems odd that it happened to both of our cars. It was an alarming event that could well frighten a person into veering into another car had it happened while moving. Perhaps you should research frequency of these incidents in similar vehicles. It is a potential severe safety issue.

Thanks I guess.

[View from Yahoo Mail on Android](#)

On Wed, Dec 21, 2016 at 9:35 AM, VWoA Customer CARE <VWCustomerCARE@vw.com> wrote:

Reference: [redacted]

I appreciate your continued correspondence and providing me with the VIN numbers of both of your vehicles. This allowed me to take the necessary steps for review. Please know we try to help every customer who reaches out to us here at VW Customer CARE. When drivers have reimbursement request outside of warranty, we have to take into consideration the applicable parameters of the warranty. The warranty that would cover the window regulators was for 3 years or 36,000 miles (whichever was to occur first) from the in service dates of the Routans. I regret due to the age and mileage of both vehicles, Volkswagen is unable to meet your request of reimbursement. I understand this is not the answer you were looking for, and I am sorry. I took the time to review all avenues, and I wish I had a more favorable answer for you. If you have any further questions, don't hesitate to let me know. I am always available to research or answer any you may have.

Sincerely,

Colin Y.
Customer CARE Advocate