

APR 02 2018

CL-11080741-9974

[REDACTED]
Citrus heights, CA [REDACTED]
[REDACTED]

March 21, 2018

U.S. Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation NVS-210
1200 New Jersey Ave S.E., West Building
Washington D.C. 20590

To Whom It May Concern,

Attached is a letter I mailed to VW Customer Care, addressed to Dawn Dameron (Senior Manager V.P. of customer relations) requesting a third repair without cost to my daughter to replace a steering column clock spring. I feel VW has not adequately addressed the clock spring malfunction issue and it continues to reoccur.

I've contacted your agency and filed a complaint (ODI 11080741) to make you aware of the problem and to hopefully encourage VW to do the right thing to develop and install a permanent fix to the problem. As a result of the broken clock spring in my daughter's car, she has no horn and the steering wheel airbag will not deploy. This is unacceptable.

I've noticed on your website that others are having the same problem with no resolution. I'm certain there are many others who are experiencing the same problem but have not reported it.

I encourage you to look into the problem and persuade VW to develop and install a permanent fix to this potentially dangerous safety problem at no cost to the customer.

Thank you for your assistance and cooperation.

Sincerely Yours,
[REDACTED]

Attachment: letter to VW Customer Service Manager

AM
4.17.18
UO

[REDACTED]
Citrus Heights, CA [REDACTED]
[REDACTED]

March 20, 2018

VW Customer Care
3800 Hamlin Rd.
Auburn Hills, MI 48326

Dear Dawn Dameron,

I'm writing this letter in hopes that you can assist in the replacement of the clock spring in my daughter's 2012 VW Passat without cost. She took the car in on Mar 17 2018 to have an airbag recall repair. While there she also requested a broken clock spring be repaired. She became very frustrated with the response from the service advisor. She asked me to look into the situation.

This is the second time the clock spring has broken on her car making the steering wheel airbag and horn inoperative. Both of these items are critical to the safe operation of the vehicle.

I initially contacted Scott (service advisor) at Niello VW in Sacramento about the clock spring recall. He stated that it did not apply in this case. He advised me to call corporate customer service for assistance. I contacted Sharao at customer care and she said the same thing.

I feel clock spring failures are an inherent major safety issue that needs to be corrected. I don't feel the problem has been resolved and clock springs should be covered under warranty for the life of the vehicle or until a final and long lasting correction is made.

Other VW owners continue having the same problem without resolution prompting the National Highway Traffic Safety Administration to also be concerned about this problem. To date, I'm not convinced that the problem has been corrected to prevent reoccurrences.

What I'm asking is that my daughter's car is repaired without cost to her and the repair is warrantied for the life of the vehicle.

Thanks in advance for your assistance and understanding.

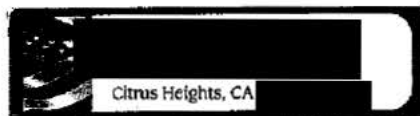
Sincerely Yours,
[REDACTED]

Vehicle data:

Owner, [REDACTED]
2012 VW Passet SE
VIN# 1VWBP7A35C [REDACTED]
Mileage: 47789

Service Location:

Niello VW, 2701 Arden Way, Sacramento, CA 95825
916-482-5790



SACRAMENTO CA 957

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