



State of Wisconsin
Governor Scott Walker

APR 11 2018

Department of Agriculture, Trade and Consumer Protection
Sheila E. Harsdorf, Secretary

CL-11009469-3967

March 26, 2018

Montello WI [REDACTED]

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

RE: File [REDACTED] (Refer to this number when contacting our agency)
Scaffidi Truck Center
201 Green Ave N
Stevens Point WI 54481-1363

Volkswagen of America Inc
1401 Franklin Blvd
Libertyville IL 60048-4460

Dear [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Scaffidi Truck Center and Volkswagen of America Inc.

I have written to both the businesses to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The companies may also contact you directly.

In addition, some issues in your complaint may be within the authority of the agency listed below, so I am forwarding a copy of your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

Agriculture generates \$88 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov
An equal opportunity employer

22

NM
4.19.18
W

Thank you again for bringing your complaint to our attention.

Sincerely,

A handwritten signature in black ink, appearing to be 'R. Tony Martin', with a stylized flourish at the end.

R. Tony Martin
Consumer Protection Investigator
Mediation Unit
Bureau of Consumer Protection
Email: Tony.Martin@wisconsin.gov
www.facebook.com/wiconsumer

Enc.: Motor Vehicle Care and Repair Fact Sheet



Department of Agriculture, Trade and Consumer Protection

WRATCP

MAR 23 2018

Motor Vehicle Repair

Please attach copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

1. How do we contact you?

Name: (Mr. Mrs. Miss Ms.)
(circle one) (first) (middle) (last)

Phone: Home () Work () ext. Cell

Contact me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Cell Email:

Address: Apt.# PO Box:

City: Montello State: WI Zip: County: Marquette

2. What business is your complaint against?

Name of business or repair shop: Scaffidi Truck Center

Address: 201 Green Ave. North Ste.# PO Box:

City: Stevens Point State: WI Zip: 54481 County: Portage

Phone: 715 344-4100 Name of person you talked to: ? Title: ?

Business email: Business website: www.scaffidi.com

Information about your complaint

3. Date of transaction: Month: February Day: 8 Year: 2018

4. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

5. Type of vehicle involved: Make: Volkswagon Model: Passat Year: 2013

VIN#: 1VWAP7A36DC

6. At the time of the repair, was the vehicle covered by a salvage certificate? Yes ☐ No ☐

7. How did you deliver your vehicle to the shop? ☒ Drove it in ☐ It was towed ☐ It was towed and I was along

8. What repairs did you ask the shop to do? My airbag light on - the necessary recall

9. Were instructions written on the original repair order? Yes ☐ No ☐

10. How did you first order repairs? ☒ By telephone ☐ In person, by speaking to shop representative
☐ By written instructions ☐ Other, explain

11. Did you receive a price estimate before the work was started? yes - somewhat Yes ☒ No ☐

If yes: List amount of estimate \$ 600. Was it written on the original repair order? Yes ☐ No ☐

Did you sign the estimate section of the repair order? Verbal (phone) Yes ☐ No ☐

12. Did you receive a copy of the original repair order before repairs were started? (enclose copy if available) Yes ☐ No ☒

13. Were additional repairs performed? Yes ☐ No ☐

If yes: List the additional repairs:

Did the shop provide a new total estimate for all repairs? Yes ☐ No ☐

Did you approve the added repairs? Yes ☒ No ☐ If yes, how did you approve? ☒ By phone ☐ In person

IMPORTANT: More questions on the back page (over)

I:\dtp\common\Fact Sheets\ComplaintFormMotorVehicle304 (11/17)

14. In your opinion, did the shop: Force you to pay for repairs that were done without your permission? Yes ☐ No ☒ ?
Make repairs without permission? Yes ☐ No ☐ Recommend repairs that were not needed? Yes ☐ No ☐ ?
Fail to return replaced parts upon request? Yes ☐ No ☐ Charge for repairs that were not made? Yes ☐ No ☐ ?
Charge for repairs that were not needed? Yes ☐ No ☐ ? Refuse to honor a written guarantee? Yes ☐ No ☐ ?
Did the shop provide a new total estimate for all repairs? Yes ☐ No ☐

15. Was the final repair bill (excluding sales tax and towing) more than the amount you authorized? Yes ☐ No ☒

16. List the amount of the final repair bill: \$ 594.29 (excluding sales tax and towing)

17. When repairs were finished, did you receive a final invoice itemizing the parts and labor? (enclose copy) Yes ☐ No ☒

18. Did you contact the business about your complaint? (circle one) ☒ No Yes If yes, date?

What happened?

19. Have you filed this complaint with another agency? (circle one) No Yes Agency name:

What happened?

20. Have you contacted a private attorney? (circle one) Yes ☒ No

21. Have you started court action? (circle one) Yes ☒ No

22. Describe your complaint in detail. (Please provide two copies of any papers, including the invoices, contracts, proof of payment, warranties.) Attach additional sheets if necessary.

Enclosed - llw

23. How do you feel your complaint should be resolved? (please be specific) I feel Valhauwerson, Inc. should make right with me & reimburse me - also don't understand the \$20.24 scrap fee charged for Shop environmental charge also the labor charge

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature: _____ Date: _____

Return this form and _____

BUREAU of CONSUMER PROTECTION
2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

EMAIL: DATCPHotline@wi.gov
WEBSITE: datcp.wi.gov

(800) 422-7128
FAX: (608) 224-4677
TDD: (608) 224-5058

14. In your opinion, did the shop: Force you to pay for repairs that were done without your permission? Yes ☐ No ☒
- Make repairs without permission? Yes ☐ No ☐ Recommend repairs that were not needed? Yes ☐ No ☐ ?
- Fail to return replaced parts upon request? Yes ☐ No ☐ Charge for repairs that were not made? Yes ☐ No ☐
- Charge for repairs that were not needed? Yes ☐ No ☐ ? Refuse to honor a written guarantee? Yes ☐ No ☐
- Did the shop provide a new total estimate for all repairs? Yes ☐ No ☐
15. Was the final repair bill (excluding sales tax and towing) more than the amount you authorized? Yes ☐ No ☒
16. List the amount of the final repair bill: \$ 594.29 (excluding sales tax and towing)
17. When repairs were finished, did you receive a final invoice itemizing the parts and labor? (enclose copy) Yes ☐ No ☒
18. Did you contact the business about your complaint? (circle one) No Yes If yes, date? _____
- What happened? _____
19. Have you filed this complaint with another agency? (circle one) No Yes Agency name: _____
- What happened? _____
20. Have you contacted a private attorney? (circle one) Yes No
21. Have you started court action? (circle one) Yes No
22. Describe your complaint in detail. (Please provide two copies of any papers, including the invoices, contracts, proof of payment, warranties.) Attach additional sheets if necessary.

Enclosed - llw

23. How do you feel your complaint should be resolved? (please be specific)

I feel Volkswagen, Inc. should make right with me & reimburse me - also don't understand the \$20.24 credit charge for Shop environmental charge also the labor charge

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature: _____

Date: _____

Return this form and copies of your papers to:

BUREAU of CONSUMER PROTECTION

2811 Agriculture Drive

PO Box 8911

Madison WI 53708-8911

EMAIL: DATCPHotline@wi.gov

WEBSITE: datcp.wi.gov

(800) 422-7128

FAX: (608) 224-4677

TDD: (608) 224-5058

(per phone call)

Mar. 21, 2018

Consumer Protection Agency

To whom it may concern:

I am a [redacted] yr. old [redacted] who may have been "ripped off."

I have a 2013 Volkswagen Passat. I received a card in the mail about a recall on the airbags. Since the airbag light was on, I made an appointment at Scalfiti's (VW dealer) in Stevens Point.

My appointment was on Feb. 8, 2018. My daughter picked me up there to go for lunch. The garage called me & said that after the recall was installed the light was still on. They asked me if they should investigate further & I told them yes. Finally they called and said they found the cause & said it would cost \$600 to repair. I was shocked but I said does that mean that the airbags probably wouldn't deploy in case of accident so told them to fix it. Used my credit card. They offered to wash my car free.

When I got home, I told my son & he felt I was taken advantage of. He looked it up on computer & it said that same part was replaced in Feb., 2016. So he called Volkswagen customer service at 1-800-822-8987. He asked her if that part would go bad every 2 years.

He told him something about the
government was checking into these recalls
the seg of "faulty" parts were put in.

He hadn't heard anything since.

I feel Scalfiti's charged every way
too much also - the part the labor &
the shop environmental fee.

I sure appreciate all you can do to
help me.

Thank you so much



VW Cast Service 800-822-8987

CUSTOMER #:

INVOICE

scaffidi

TRUCK CENTER

MONTEELLO, WI

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 784 JOEY MROCZENSKI

201 Green Ave. North (at Hwy. 66)
Stevens Point, WI 54481
1-800-472-2133 * 715-344-4100
www.scaffidi.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	13	VOLKSWAGEN PASSAT	1VWAP7A36D0		74684/74684	JJJDFT
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
16JAN13 DD			20:00 08FEB18		CASH	08FEB18

R.O. OPENED READY OPTIONS: DLR:06358 ENG:2.5 Liter F.I.

10:57 08FEB18 16:27 08FEB18

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES OPEN CAMPAIGN 69M9

CAUSE: F

69585699 69M9

596 VWV

1 561-898-201-C KIT

FC: 69M999 WWO

PART#:

COUNT:

CLAIM TYPE: 710

AUTH CODE:

695856

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

74684

AIRBAG LAMP ON AND HORN IS INOPERATIVE

REPLACE DRIVERS SIDE AIRBAG IGNITER PER CAMPAIGN

SCAN AND SUBMIT BARCODE ON ODIS PER CAMPAIGN

AIRBAG LAMP STILL ILLUMINATED AND HORN STILL INOP. WOULD NEED TO

PERFORM FURTHER DIAGNOSIS

B INTERACTIVE MULTI-POINT INSPECTION

S9649 REPAIR

596 C

1 5K0-953-569-AL CTRE UNIT

253.00 253.00

290.07 290.07 290.07

PARTS: 290.07 LABOR: 253.00 OTHER: 0.00 TOTAL LINE B: 543.07

74684

SCAN TEST AND DIAGNOSE

CODE IN SYSTEM FOR DRIVERS AIRBAG RESISTANCE TOO HIGH

PINPOINTED CONCERN AFTER FOLLOWING TEST PLAN TO FAILED CLOCKSPRING

ASSEMBLY

REPLACE CLOCKSPRING/STEERING COLUMN CONTROL MODULE

RECODE MODULE

PERFORM BASIC SETTINGS ON STEERING ANGLE SENSOR

REACTIVATE CRUISE CONTROL

SHORT TEST DRIVE TO VERIFY PROPER OPERATION

WARRANTY INFORMATION
No Dealer Warranty on Parts and Materials. The parts, materials and services are warranted as warranted on the back side of this repair order and covered by manufacturer warranty, copies of which are available through us. We are not a party to any manufacturer warranty. We do not disavow warranty of the parts and materials used in this repair.

Limited Labor Warranty. We do not warrant the labor for which you were charged in this repair (The "Warranty Labor"). Except labor performed by someone else, has been performed in a workmanlike manner according to standard practices. This warranty is effective for a period that ends 180 days after the date the repair is completed (the "Warranty Term"). We agree that, if you notify us of the problem during the Warranty Term because of our failure to properly diagnose it, we will credit the amount that you paid us on the repair order for any unnecessary repairs that resulted from our failure to properly diagnose, against your 50% "no fault" deduction of the same problem. (NOTE: In many cases, the fact that additional repairs are subsequently required to correct a problem doesn't mean that the original repairs were unnecessary.)

THE FOREGOING SET FORTH THE ONLY RESPONSIBILITIES OR REMEDIES WE ACCEPT OR AGREE TO PROVIDE IN CONNECTION WITH THIS REPAIR. IN PARTICULAR, WE DO NOT ACCEPT LIABILITY OR RESPONSIBILITY FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM THIS REPAIR INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, TOWING, LOSS OF VEHICLE USE, LOSS OF TIME, INCONVENIENCE OR COMMERCIAL LOSS.

EXCEPT AS EXPRESSLY OTHERWISE PROVIDED ABOVE, WE DISCLAIM ALL WARRANTIES IN CONNECTION WITH THIS REPAIR, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

*Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Admin. Code, promulgated by the Bureau of Agriculture, Trade and Consumer Protection, P.O. Box 2891, Madison, Wisconsin 53708-0291.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.

Service Dept. Hours

Monday - Friday

24 Hours

Saturday

Till - Noon

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 8

scaffidi

INVOICE

TRUCK CENTER

201 Green Ave. North (at Hwy. 66)
Stevens Point, WI 54481
1-800-472-2133 • 715-344-4100
www.scaffidi.com

PAGE 2

MONTELOLO, WI

HOME:

CONT: 6

BUS:

CELL: 6

SERVICE ADVISOR: 784 JOEY MROCZENSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	13	VOLKSWAGEN PASSAT	1VWAP7A36DC		74684/74684	JJJJFT
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
16JAN13 DE			20:00 08FEB18		CASH	08FEB18
R.O. OPENED	READY	OPTIONS: DLR:06358 ENG:2.5_Liter_F.I.				
10:57 08FEB18	16:27 08FEB18					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET TOTAL
PROBLEM REPAIRED						

SHOP/ENVIROMENTAL CHARGE

20.24



WARRANTY INFORMATION
We warrant the quality of the parts and materials used in the repair. The parts and materials are warranted to be free from defects in material and workmanship for a period of 12 months or 100,000 miles, whichever comes first. This warranty is void if the vehicle is used for commercial purposes or if the vehicle is involved in an accident. We do not warrant the labor or the quality of the work performed by our technicians.

Limited Labor Warranty. We do not warrant the labor for which you were charged in the repair. The labor is warranted to be performed in accordance with the manufacturer's recommendations. This warranty is void if the vehicle is used for commercial purposes or if the vehicle is involved in an accident. We do not warrant the quality of the work performed by our technicians.

THE FOREGOING SET FORTH THE ONLY RESPONSIBILITIES OR REMEDIES WE ACCEPT OR AGREE TO PROVIDE IN CONNECTION WITH THIS REPAIR. IN PARTICULAR, WE DO NOT ACCEPT LIABILITY OR RESPONSIBILITY FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM THIS REPAIR, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, TOWING, LOSS OF VEHICLE USE, LOSS OF TIME, INCONVENIENCE OR COMMERCIAL LOSS.

EXCEPT AS EXPRESSLY OTHERWISE PROVIDED ABOVE, WE DISCLAIM ALL WARRANTIES IN CONNECTION WITH THIS REPAIR, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

*Motor vehicle model numbers are regulated by Chapter ATOP 132, Wis. Admin. Code, administered by the Bureau of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-0911.

Copyright 2014 GM Global LLC. SERVICE INVOICE TYPE 2 - 500 - 84000

Service Dept. Hours:

Monday - Friday

24 Hours

Saturday

Till - Noon

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.

DESCRIPTION	TOTALS
LABOR AMOUNT	253.00
PARTS AMOUNT	290.07
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.24
TOTAL CHARGES	563.31
LESS	0.00
SALES TAX	30.98
PLEASE PAY THIS AMOUNT	594.29

CUSTOMER COPY

PAID



VOLKSWAGEN OF AMERICA, INC.
PO BOX 217022
AUBURN HILLS, MI 48321-7022

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
VOLKSWAGEN

RECALL CAMPAIGN REMINDER

DC [REDACTED] 00215802

[REDACTED]
MONTELLO, WI [REDACTED]



January 2018

Vehicle Identification Number ending with DC [REDACTED]

Dear Volkswagen Owner,

Our records show your vehicle needs service to complete open recall(s). As soon as possible, please contact your authorized Volkswagen dealer to have this work completed free of charge. For a list of authorized Volkswagen dealers in your area, please visit www.vw.com or call Volkswagen Customer CARE at 1-800-893-5298.

If you've recently had the necessary work completed, we thank you.

69M9 SAFETY RECALL - TAKATA SIDE DRIVER FRONTAL AIRBAG INFLATOR

IMPORTANT SAFETY RECALL



Das Auto.

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

September 2015

MONTELO, WI

This notice applies to your vehicle: 1VWAP7A36D0

NHTSA: 15V483

IMPORTANT!

Information about Safety Recall 69L2 – Steering Wheel Clock Spring

THIS RECALL REPAIR IS NOT YET AVAILABLE. We will send another letter as soon as the recall work can be completed on your vehicle. In the interim, if your vehicle's airbag light comes on or if the airbag light is currently on, contact your nearest Volkswagen dealer or qualified workshop to have the vehicle inspected/repaired without delay.

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2010-2014 model year Volkswagen vehicles involving the steering wheel clock spring. Our records show you are the owner of a vehicle affected by this recall. At this time, the recall repair is not yet available.

Recall Description: Hair or other fibers may contaminate the airbag clock spring (a spiral wound, flat cable that keeps the airbag powered while the steering wheel is being turned). This contamination may tear the cable and result in a loss of electrical connection to the driver's frontal airbag. A loss of electrical connection to the driver's frontal airbag will prevent the airbag from deploying in the event of a vehicle crash, increasing the risk of injury.

Precautions You Should Take: If the airbag light in your vehicle is not on, there is nothing you need to do at this time.

However, if the airbag light in your vehicle comes on or if the airbag light is currently on, contact your nearest Volkswagen dealer or qualified workshop to have the vehicle inspected/repaired without delay. If diagnosis confirms the steering wheel clock spring issue described in this letter is the reason for the airbag light coming on, the required repair will be performed at no cost to you.

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

69L2 USA

IMPORTANT SAFETY RECALL

If you should have any questions about this communication, please contact Customer CARE, Monday through Friday from 8AM to 6PM (local time) by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the Look Up Recalls link at www.vw.com and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool. As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

69L2 USA

Owners may contact Volkswagen customer service at 1-800-893-5298.
Volkswagen's number for this recall is 23T3.

Recall Number Recall Date
17V309000 05/11/2017

Component
POWER TRAIN:DRIVELINE:DRIVESHAFT

Summary

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2012-2014 Passat vehicles, equipped with diesel engines and Direct-Shift Transmissions (DSG). The vehicle's underbody heat shield may not be long enough to protect the right half-shaft grease boot from heat, potentially resulting in a grease leak.

Consequence

If the leaking grease contacts a heated surface, such as the exhaust system and/or the diesel particulate filter (DPF), it could increase the risk of fire.

What Owners Should Do

Volkswagen will notify owners, and dealers will replace the driveshaft heat shield, free of charge. The recall began on July 7, 2017. Owners may contact Volkswagen customer service at 1-800-893-5298. Volkswagen's number for this recall is 23W5.

Feedback



Recall Number Recall Date Component
15V483000 08/04/2015 AIR BAGS:FRONTAL

Summary

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain model year 2010-2014 Volkswagen CC, and Passat, 2010-2013 Eos, 2011-2014 Golf, GTI, Jetta, and Tiguan, and 2012-2014 Jetta Sportwagen vehicles. In the affected vehicles, debris may contaminate the air bag clock spring, a spiral wound, flat cable that keeps the air bag powered while the steering wheel is being turned. This contamination may tear the cable and result in a loss of electrical connection to the driver's frontal air bag.

Consequence

A loss of electrical connection to the driver's frontal air bag will prevent the



injury.

What Owners Should Do

Volkswagen will notify owners, and dealers will install a protective cover over the steering wheel clock spring if the air bag light is off. If the airbag light is on and the steering wheel clock spring requires replacement, dealers will install a new steering wheel clock spring. These repairs will be performed free of charge. The recall began on January 15, 2016. Owners may contact Volkswagen customer service at 1-800-822-8987.

Recall Number Recall Date

14V125000 03/17/2014

Component

EXTERIOR LIGHTING:HEADLIGHTS

Summary

Volkswagen Group of America (Volkswagen) is recalling certain model year 2012-2013 Passat vehicles manufactured January 2011 through November 2012. In the affected vehicles, the low beam headlight bulb may become loose and lose electrical contact.

Consequence

A loss of low beam headlights may reduce the driver's visibility and increase the risk of a crash.

What Owners Should Do

Volkswagen notified owners, and dealers will replace the bulb holder, free of charge. The recall began in May 2014. Owners may contact Volkswagen at 1-800-822-8987. Volkswagens recall number associated with this campaign is 94G8/TV.

Recall Number Recall Date

16V078000 02/10/2016

Component

AIR BAGS:FRONTAL:DRIVER SIDE INFLATOR MODULE

Summary

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain model

Feedback



TOP TRADE

neopost[®]
03/27/2018

FIRST-CLASS MAIL
ALL

USPS[®] **POSTAGE** \$000.89



ZIP 53718
041M122518

**Department of Agriculture,
Trade and Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

