



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
17-MAY-2018
JUL 18 2010

Repository ☐
Reference No.
11096497

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BERKLEY State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3VWFE21C42M [REDACTED]

Make VOLKSWAGEN Model BEETLE *turbos* Model Year 2002

Date Purchased 12/07/2002 Dealer's Name and Telephone Number Bob Lewis Volkswagen
Original Owner ☒ Dealer's City San Jose State CA Zip Code 95130 Engine: No: Cylinders 4 Fuel Type: G95

Transmission Type ☒ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 27-JUN-2016
manuag ☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS)
ABS Unit Failure, Please see attached letter.

Failure Mileage 89605 Failure Speed 60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]

DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]

Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]

Seat Type: [REDACTED] Installation System: [REDACTED]

Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2002 VOLKSWAGEN BEETLE. WHILE DRIVING 60 MPH, THE ABS MAIN CONTROL UNIT INDICATOR ILLUMINATED. AN INDEPENDENT MECHANIC STATED THAT THE ABS WAS MALFUNCTIONING. THE CONTACT TOOK THE VEHICLE TO THE DEALER (VOLKSWAGEN OF OAKLAND, 2740 BROADWAY, OAKLAND, CA 94610) WHO STATED THAT THERE WERE NO ACTIVE RECALLS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 89,605.

*Manufacturer was notified multiple times
See letter to VW of American Copies
Sent to several dealers I have used.*

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED] Berkeley CA [REDACTED], Tel: [REDACTED]

Volkswagen of America, Customer Care
3800 West Hamlin Rd., Auburn Hill MI, 48326

Dear VW Customer Care,

August 31, 2017

I am writing in regards to the ABS Control Module on my New Beetle Turbo S. VIN Number 3VWFE21C42M [REDACTED]. I have discussed this over the phone with a Customer Care advocate and a supervisor, Preston, the CC number is [REDACTED].

On 6/27/16, driving from Los Angeles to San Francisco the ABS light came on. I brought my car to the mechanic and after \$202.00 the computer diagnosed a problem with the ABS sensor unit, defective. The mechanic said the repair was very costly and I should continue to drive till it became a problem, he was unable to replicate the error during test drive. On 8/10/17 while making a left hand turn from a stop, the right wheel locked and the car swerved briefly before I got it under control, the ABS light came on simultaneously. I returned to my mechanic on 8/16/17 and for another \$104.00 diagnostic, he confirmed that the problem was the ABS control module and the part had been identified in the technical bulletins as requiring replacement, see enclosed. He said I would need to go to a dealer to have it done since only they had the necessary equipment to. I took it the same day, they said there were no recalls for my VIN number and the cost would be \$1,800.00 to replace and reprogram the unit.

Since the technical bulletin stated that VW would provide the replacement part, I called Customer Care, after explaining the issue, I was told that VW would not take responsibility because there were no recalls on my VIN. Disappointed I researched the issue online and found many similar complaints, see enclosed. In technical service bulletin, #WJ-CAN dated 2002, I found New Beetles in my VIN range were identified as requiring recall and replacement as early as 2001. A J.D. Powers report says that VW has been slow to update VIN numbers requiring this action and references a NHTSA number to contact for enforcement. Another article states that VW has purposely been slow to address the problem and recommended action with consumer protection agencies. I have owned three new VW cars and refused to believe that the company could do this. I called VW Customer Care again to speak with a supervisor and was told the only way I could speak to one was to wait two business days for one to call. On the third business day, I finally received a call from Preston, a supervisor with Customer Care, and was given the same line, VW would not take responsibility regardless that the part is identified by VW bulletins as requiring replacement due to faulty performance.

I cannot continue to drive my car because it would be unsafe and cannot afford to replace it. Other than this potentially dangerous condition the car is in good condition with only 90,000 miles. I have taken excellent care of my car over the years servicing it almost exclusively at Royal Motors VW in San Francisco and I expect to drive it for a couple more years. I am extremely disappointed with VW not just for the cost but also for the danger this is to so many VW drivers. Copied are the dealers that have sold and serviced my VW's in the past, I hope they will urge you to treat VW customers right.

Regards,

[REDACTED]
[REDACTED]

cc. Bob Lewis VW San Jose CA, VW of Santa Monica CA, Royal Motors VW San Francisco CA, VW of Oakland CA.

BAR #: AE 183890
 EPA# CAL000290769
 707 Jones St.
 Berkeley, CA 94710
 Phone: 510-558-0111 FAX: 510-558-0450

Order Date 06/27/16 08:52 am

Paid: 06/29/16 04:49 pm

I acknowledge notice &
 oral approval of an
 increase in the
 original estimated price.

SIGNATURE

[REDACTED]
 [REDACTED]
 BERKELEY CA [REDACTED]
 Cell Phone: [REDACTED]
 Work Phone: [REDACTED]

02 VOLKSWAGEN NEW BEETLE Bla
 Mileage in:89605 out:89606
 Lic: [REDACTED] CA L4Cyl 1.8 Eng
 Vin: 3VWFE21C42M4 [REDACTED] 04/02
 Eq: AC PS FI TB
 Last in 5/4/2016

Quotes

1 06/27/16 10:42am 329.97

[REDACTED] in person.

2 06/28/16 12:08pm 915.90

[REDACTED] by phone [REDACTED]

Coolant flange, hose, PCV hose

ABS Light ON

Labor: 1.5 hrs@ \$135.00/hr=\$202.50

Customer states ABS light ON.

Took trip to LA and on the way back the ABS light came on.

Light went off after lunch stop then came back on about an hour later.

Customer states had power wash detailing before this all happened.

Please inspect and advise for repair.

Codes attached.

01542- Yaw rate sensor, implausible signal - intermittent.

- 00493- ESP sensor unit, defective - intermittent.

Checked in measuring value block for ABS system.

Checked for signal from ESP sensor (rotation rate G202 and G200 transverse acceleration), Checked steering angle sensor and wheel speed sensor - all have signals present.

Cleared codes and road tested and rechecked for codes, none present.

If problem returns may need to replace Yaw Rate, ESP Sensor.

**Mechanics
 Invoice**

Status: Completed Tech: TT

Job Subtotal: \$202.50

Brake Fluid Change- Manual Trans

Labor: 0.8 hrs@ \$135.00/hr=\$108.00

Customer requests to flush brake fluid, per previous recommendations.

Performed brake fluid flush and replacement.

Synthetic-N

1.2 @

13.45 =\$

16.14

16.14

Status: Completed Tech: TT

Job Subtotal: \$124.14

Coolant flange 1.8T AWP M/T

Labor: 2.0 hrs@ \$135.00/hr=\$270.00

Coolant flange found to be leaking. Remove appropriate hoses and pipes to access.

Remove and replace coolant flange. Fill cooling system and re inspect for leaks.

Check engine coolant temperature sensor production date stamp, replace if older than 5 years.

Check thermostat and fan functions for proper operation.

Road test. Okay at this time.

Coolant OE Factory-N

1.0 @

26.00 =\$

26.00

O-Ring, Temp Sens OE-N

1.0 @

2.05 =\$

2.05

Clip, Temp Sender-N

1.0 @

0.98 =\$

0.98

----->----->----->Continued on the next page----->----->----->

2002 Volkswagen New Beetle Turbo S (1C1) L4-1.8L Turbo (AWP)

Vehicle » Brakes and Traction Control » Antilock Brakes / Traction Control Systems » Electronic Brake Control Module » Technical Service Bulletins » All Technical Service Bulletins » Recall - Check/Replace ABS Control Unit » Work Sequence » Section A

Section A - Check ABS Control Module Part Number

SPECIAL NOTE:

This action applies only to control modules with part number 1C0 907 379C.

If any other part number is present, NO FURTHER WORK IS REQUIRED.

Yours 1C0 907 379 A

- Connect VAS 5051 to data link connector located under the dash panel, outward of the steering column
- Switch ignition to "ON" position
- On the VAS 5051 Start-Up screen, press "Vehicle Self Diagnosis" button
- Select "03 - Brake Electronics."
- Read control module part number and code located in the upper right corner of the screen
- If ABS control unit part number is 1C0 907 379 C, press (<) button, select "06 - End output", disconnect VAS 5051, turn ignition to "OFF" position and proceed to Section B
- If ABS control unit part number is not 1C0 907 379 C no further work is required, press (<) button, select "06 - End output", disconnect VAS 5051 from vehicle and turn ignition to "OFF" position

*Service bulletin from Mechanic
stowing Defective Unit*

Customer Data:

Vehicle Data

VIN: 3VWFE21C42M [REDACTED]

First Owner

First Name:

Language L

Code:

Middle Name:

Change Date: 2006-07-28

Last Name: [REDACTED]

Home Phone
No.:

Title:

Work Phone
No.:Urbanization
Code:Mobile Phone
No.:

Street: [REDACTED]

City: SAN FRANCISCO

State: CA

Zip Code: [REDACTED]

E-Mail:

Current owner

First Name:

Language L

Code:

Middle Name:

Change Date: 2006-07-28

Last Name: [REDACTED]

Home Phone
No.:

Title:

Work Phone
No.:Urbanization
Code:Mobile Phone
No.:

Street: [REDACTED]

City: SAN FRANCISCO

State: CA

Zip Code: [REDACTED]

E-Mail:

Vehicle Data

Vehicle Data

Brand: V VIN: 3VWFE21C42M4
Model Year: 2002 Description: NB, S.L.EDIT.GLX L2132 1.8SG6
Model Code: 1C17N6 Production Date: 2002-04-21
Engine Code: AWP Delivery Date: 2002-12-07
Transmission ERR Type
Code: Approval
Number:

Country USA
Code:
Importer: 44
Dealer 25069
Number:

Color Trim

Model	Color Code	Paint number (Paint No.)	Description
Exterior (body/roof)	A1/A1	L041	black/black
Interior	71		crystal gray + black/black/black

Warranty Key

Code	Description	Change Date	Service life
US1	Selling dealer Californian state	2006-09-05	
US2	Current customer Californian state	2006-09-05	

PR Numbers

No.	Origin	Family	Description
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Vehicle data

VIN: 3VWFE21C42M [REDACTED]

Campaigns/Actions

Serial number	Campaign/Action	Start	Designation	Repair data	Criterion	Campaign/Action Status
1	<u>N400</u>	2006-11-27	A-RECALL - Brake Light Switch	2007-10-31	02	Closed
2	<u>28F3</u>	2009-10-23	A-SERV_ACT - Ignition Coils	2010-06-30	04	Closed

[Close](#)*Recall**No Recall*



Google
Search
for similar
issues, there
are many!

A BS problem if we've ever seen one.

When your car's ABS fails, there's a sudden loss of traction and stability control. There's a jarring display of warning lights on your dashboard that makes Times Square cringe. And then, of course, there's the crippling fear as your car slides out of control.

VW owners have had a lot of ABS complaints over the years, and rightfully so. Not only are Volkswagen ABS modules failing early, but they also fail at the most inopportune time – like when slamming on the brakes to avoid an accident.

What is ABS?

ABS is designed to help maintain traction between your wheels and the road. It does this in a number of ways.

■

First, ABS replaces the practice of “cadence braking” or pumping the brake pedal to come to a stop. Ever hear the term “pump the brakes?” Of course you have. Every dad and high school math teacher has used the phrase excessively over the last half-century.

Pumping the brakes is very important – it brings the car to a stop without locking up the wheels. As long as your wheels are spinning, you maintain control. And we all like control. Thanks to ABS your car now pumps the brakes for you, and you probably don’t notice it because it’s doing it much faster than you could.

Second, a modern ABS encompasses other electronically-aided systems like emergency brake assist, traction control, and electronic stability control (ESC).

All that is to say, ABS is meant to keep you safe. But it comes at a cost – complicated electronics and code that are subject to failure.

ABS Problems in Volkswagen

ABS has a central electronic control unit (ECU) that controls and monitors the system. Everything from data from wheel speed sensors, to controlling hydraulic valves inside the brake lines. If anything goes wrong (in any part of the system), your ABS will hurl some lights at you and go full out fainting goat.



Your ABS, when something goes wrong

And it never seems to happen at a good time, like [this story](#) from a 2009 GTI owner:

"Without notice, traffic suddenly slowed to approximately 40 mph, causing me to hit my brakes hard. The ABS system engaged and my car was thrown sideways off the road at approximately 70 mph. I pulled the car back left, causing vehicles in the left lane to swerve to miss hitting me."

"The ABS and brake light illuminated on my car, indicating a failure however, a dummy could figure out the brakes were not working. There is no doubt in my mind, had my car been thrown left when I hit the brakes I would have been smeared by on coming traffic, likely a fatality."

Many VW vehicles – particularly those from the 2009 model year – are seeing their ABS fail early on in the vehicle's life.

Volkswagen built vehicles with ABS problems

Volkswagen Workshop Manuals


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New Beetle GLS L4-1.8L Turbo (AWV) (2001)

[Brakes and Traction Control Module: > ABS/ESC Brakes - Electronic Control Systems > Electronic Brake Control Module > Component Information > Technical Service Bulletins > Recalls for Electronic Brake Control Module: > WJ-CAN > Mar > 02 > Recall - ABS Control Unit Inspection/Replacement](#)

Technical Service Bulletin # WJ-CAN

Date: 020301

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Recall - ABS Control Unit Inspection/Replacement WJ-CAN

Subject:

2001/2002 Model Year Volkswagen Golf, Jetta, GTI and New Beetle Check/Replace ABS Control Unit

March 2002

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[Volkswagen New Beetle GLS L4-1.8L Turbo \(AWV\)](#)

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[Engine, Transmission and Drivetrain](#)

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[ABS/ESC Brakes - Electronic Control Systems](#)

[ABS/ESC](#)

[Brake Fluid Pump](#)

[Electronic Brake Control Module](#)

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[02](#)

[-> Recall - ABS Control Unit](#)

[Exhaust](#)

[Exhaust](#)

[Exhaust](#)

[Exhaust](#)

[Exhaust](#)

Dear Volkswagen Dealer,

This is to inform you of the initiation of a voluntary safety recall involving some 2001 and 2002 model year Volkswagen Golf, Jetta, GTI and New Beetle vehicles.

Problem

Description

Volkswagen has found that an electronic chip in the control unit could experience an electrical short causing the connector wire insulation to become scorched.

Remedial

Action

Check and replace, where required, ABS control unit.

Vehicle Identification

Number Ranges

The vehicles affected by this recall action are within the following vehicle identification number ranges:

Golf/GTI

9BW__1J_14

9BW__1J_24

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Beetle
WWW_1J_1W - WWW_2J_2W
3VW_9M_1M - 3VW_9M_2M

New Beetle
3VW_1C_ - 3VW_1C_2N

 Please note that the above VINs represent the lowest and highest serial numbers of affected vehicles. Use of the OIS campaign inquiry system will allow you to determine whether or not a particular vehicle, within the above VIN ranges, requires the corrective work.

 Note: Volkswagen will not reimburse under this recall any duplicate recall repair work or a repair outside the VIN ranges.

← My VIN Range

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