

01-11180280-7353

[REDACTED]
Cutchogue, NY [REDACTED]
[REDACTED]

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

Re: Defective Clock Spring part 5K0-953-569 AS

To whom it may concern:

My 2016 VW CC (VIN: Wwvbp7an2g [REDACTED]) has a clock spring failure. I brought my car in to Riverhead Bay Motors on 2/12/2019, with the hope of diagnosing and fixing the part. They had to order the part, so only diagnosis was done. Diagnosis confirmed that the clock spring (in VW's own words from the bill): "Upon further diag found clock spring defective". I was told in conversations prior to bringing the car in, with corporate, if they identified a torn clock spring as the cause, a case manager would look into and consider if my car perhaps had a faulty part and the fix could be covered by Volkswagen. After many days spent waiting for the opportunity to speak to a supervisor, I finally was able to on 2/15/2019. Volkswagen is refusing to acknowledge that my clock spring issue is the same as what prompted: both a recall, and an extended warranty, and is peer to of an active investigation—escalated to an engineering analysis—by the NHTSA (EA18-003). They are insisting I pay out of my own pocket to replace their defective product. Since the supervisor was unwilling to give any info on who made the part and whether the relation was causal, I spent some time this weekend using the NHTSA as a transparent resource. What I have found is that the faulty part in my car is the same one that was involved in a previous recall, and the same one involved in a voluntary extended warranty—although my VIN is not part of either action.

Much of my own research has involved the review of the many piecemeal responses to NHTSA Inquiry EA18-003.

The component which failed is Part number: [REDACTED] S. The part is supplied by Valeo (otherwise referred to as Valeo Robust), and appearing to be in the class CW50/2012---for the VW CC model years 2012-2016 (see below, Table one: Clock spring part identifier). According to confirmation with Michelle Stokes at Riverhead Bay Motors on 2/18/2019—**part 5K0-953-569 AS is THE ONLY clock spring that is available to my car—so my car is about to have a faulty part replaced...with the same faulty part**, and I have no say in this matter. While Michelle Stokes states that the part has to actually come out in order to ascertain if there is, in fact, a tear in the cable—she has assured me I will be able to keep the faulty

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part after the repair is done—so I will have the actual faulty part for my records once the repair is complete, and will be happy to supplement this letter with pictures of the part, as well as any information the mechanic is able to provide after the repair.

This part (identified as [REDACTED]) is THE SAME part that VW has replaced in its other VW CC models. **The 2012-2014 Volkswagen CC, with the same part, was part of recall 15V483000**

Additionally, 2016 Volkswagen CC's with this part, have been part of a voluntary extended warranty, see: NHTSA ID Number: 10149942 NHTSA ID Number: 10149941 (**see below for COPY OF WARRANTY EXTENSION LETTER SENT TO ONLY SOME OWNERS WITH FAULTY CLOCK SPRINGS; See below also The models with *some vehicles identified as having faulty parts (no information on how some were determined faulty, and some safe)**)

Table 5 (see below) shows that 3,859 2016 VW CC's were part of this campaign. Other model years suffered higher numbers.

This NHTSA corresponds to VWP-18-11, which includes model years 2010-2017 VW CCs (along with many other makes and models)

Since it is an extended warranty and not a recall, it's impossible to know which of the cars (or why) were included or excluded. **VW's own submitted evidence shows the majority of complaints received about clock springs since the first mandated recall are: 1) not in the recall; 2) included the robust design (same design as my car) based on their responses to EA 18-003.**

VW changes the clock spring that my car has, going from the CW50/12 (aka Valeo Robust Design) to the CW 45/16 (aka Valeo Ring) on or around 2016—based on their response to Request 9—to EA 18-003. The reason they give for the change is “despite decreasing numbers for failing clock springs due to the implementation of the robust design, analysis results showed that the robust design still left possibly for hair and fiber to enter clock spring”. It is clear from this statement that the design was changed due to lingering issues with the design of 5K0-953-569 AS. (**see below for Production schedule for clock springs; See also Clock spring roll out with reasons why changes were made)**

Since the 2012 Volkswagen CC was part of recall: 15V483000, and the same exact part is confirmed to be in the 2016—why is it not included in a recall? Why are some 2016 VW CC's involved in the “extended warranty”, but VW will not disclose what made some are included, and others not? Volkswagen's own representative in a conversation on 2/15/2019 stated that Volkswagen's relationship to their suppliers is of supreme importance. When I asked why my safety as a consumer is not as important as their relationship to their supplier, Volkswagen's representative had “no comment”, and seemed unable to see how that was the logical conclusion (i.e. customer not as important).

Since the same exact part is confirmed to be in the 2016 VW CC, as is in previous years that are defective, why is it not included in a recall?

The diagnostic code pulled from my car (confirmed by Michelle Stokes at Riverhead Bay Motors on 2/18/2019), is one the same as in **Diagnostic codes from Response 6 (see below). The diagnostic code pulled on my car is: VAG00588—Driver side airbag igniter: Upper limit exceeded**

Again: why are some 2016 VW CC's involved in the "extended warranty", but VW will not disclose what made some included, and others not? **No evidence has been presented to suggest that the performance of the defective product (part [REDACTED] is in some way tied to where it was installed or when—the part is faulty in and of itself, according to VW's own admissions.**

It seems Volkswagen is comfortable jeopardizing the safety of its consumers, and forcing them to cover costly repairs (and spend excessive amounts of time researching the matter), even with mounting evidence that they knew about this defect—continue to know about the defect—and chose not to act. And continue to do so. The timeline for repairs made on the initial recall---were belabored, and not in any way rushed to accommodate the safety concern which was posed—Volkswagen dragged its feet and was forced to comply, taking its sweet time in doing so. **See Part 573 Vehicle Safety report, under separate cover**

As an aside--I cannot determine the cause of the inaccurate reporting by Volkswagen: Please note per below Tables X and Y that Volkswagen, in its responses, identifies my 2016 Volkswagen CC as a "subject vehicle" for reasons unknown, as it is labeled in other places as a "peer vehicle". These inaccuracies are in response to NHTSA Inquiry EA18-003, and are included in Tables X and Y below

I know that the open, active investigation by the NHTSA only covers through 2014 model years—however, the same part that was faulty in those model years continued to be used in future model years. The replacement part they used also had issues (again, refer to **Clock spring roll out with reasons why changes were made**). Volkswagen admits through their responses that they know that they have multiple faulty Valeo clock springs--which is why they went to the new design (labeled as KW31/18) for current and future model years—it was due to known defective product(s).

I respectfully request that Volkswagen review the facts of my complaint, and reconsider whether I as a consumer should be liable to pay out of pocket to replace their known defective product.

I additionally request the NHTSA open the years of their investigation to include some "peer" vehicles, which the 2016 is part of. There is misleading (or inaccuracies) supplied in the responses (see below), with VW listing the 2015-2017 VW CC as a "subject vehicle", when it is not—it is in the peer group, but I can only speculate what the nature of this inaccurate reporting is. I respectfully request that the scope of this investigation be expanded to include ALL vehicles which were equipped with **known defective clock springs**.

Sincerely,

One very frustrated consumer

[REDACTED]

Diagnostic codes from Response 6

Response 6

In order to respond to this inquiry, the following search criteria were used to search Warranty data to identify claims responsive to Request No. 5:

- Identify the population of subject vehicles covered by the subject inquiry (EA18-003): 2010-2014 Model Year (MY) CC and Passat, 2010-2013 MY Eos, 2011-2014 MY Golf, GTI, Jetta and Tiguan and 2012-2014 MY Jetta Sportwagen vehicles manufactured for sale or lease in the United States, including, but not limited to, the District of Columbia and current U.S. territories and possessions.
- Identify the population of peer vehicles covered by the subject inquiry (EA18-003): All 2015 MY to present CC, Passat, Eos, Golf, GTI, Jetta, Tiguan and Jetta Sportwagen vehicles and all other 2010 MY to present Volkswagen and Audi vehicles.
- Identify claims in which the Clock Spring Cover (5K0953259) service part was utilized to affect repairs in the subject vehicle (for subject vehicles affected by recall 15V-483)
- Identify claims in which the Steering Wheel Clock Spring service part was utilized to affect repairs in the subject and peer vehicles
- Identify the diagnostic trouble code(s) which indicate a fault in the airbag system as it relates to the steering wheel clock spring/steering column control module (SCCM):
 - B100001 – Driver airbag igniter: Resistance too high
 - VAG00588 – Driver side airbag igniter: Upper limit exceeded

Diagnostic trouble codes are neither automatically nor manually entered into the warranty database. Diagnostic trouble codes, for each vehicle, retrieved on a case by case basis. There is no existing link between the warranty database and diagnostic trouble codes.

Table one: Clock spring part identifier

Part Number	Supplier	Qty	Model	Model Year
5K0953549B	Valeo	2	Jetta	2011-2014
			Golf	2010-2014
			Eos	2011-2016
5Q0953549E	Kostal	2	Golf	2014-
3C0959653B	Kostal	2	Passat/CC	2010-2012
5K0953569AS	Valeo	2	CC	2012-2017
5K0953549A	Valeo	2	Golf	2010-2013
			Jetta	2011-2014
			Eos	2011-2016
1K0959653C	Kostal	2	Golf	2010-2014
			Eos	2010-2011
			Jetta	2010
			Tiguan	2010-2011
5C0959653	Valeo	2	Jetta	2011-2018
5C0959654A	Valeo	2	Jetta	2011-2018
1K0959653D	Kostal	2	Golf	2010
			Passat	2010

Production schedule for clock springs

Production:

2010

CW50/2012

CW45/16

CW50/17 -
Jetta

Initial construction	Robust with labyrinth V12DE12	Robust with labyrinth + ring (def. change requests)	New clock- spring (LIN-Bus)
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Reason of modification:

Robust design
against ingress of
contamination

Additional increase
for robustness

KW31/18

Development of a
complete new clock-
Spring design

2010 2011 2012 2013 2014 2015 2016 2017 2018 →

Volkswagen does not have additional modifications or changes currently planned for incorporation into vehicle production within the next 120 days.

For responses to subparagraphs "d" and "e," please reference the Microsoft Excel file entitled "Part Numbers

Clock spring roll out with reasons why changes were made

Volkswagen provides the following table in response to Request 9, listing the requested information for subparagraphs a. – h. for each applicable version of clock spring design:

Req	1) Valeo Robust Design	2) Valeo Ring	3) Valeo New Design	Kostal (new grease/cable combination)
a.	CW50/12	CW 45/16	CW50/17 for new models only (new design started with introduction of 2019 MY Jetta)	Modifications occurred during 2010, dependent on Part Number
b.	Robust design against ingress of contamination	Additional increase for robustness	New development of complete new design	New grease/cable combination
c.	Analysis results showed possible contamination with hair and fiber	Despite decreasing numbers for failing clock springs due to the implementation of the robust design, analysis results showed that robust design still left possibility for hair and fiber to enter clock spring	Change to a different design that eliminates the consequences if hair or fiber entering the clock spring	Noise reduction, improved roll motion
d.	Please reference enclosed excel file and the individual	Please reference enclosed excel file and the individual	Please reference enclosed excel file and the individual	Please reference enclosed excel file and the individual

COPY OF WARRANTY EXTENSION LETTER SENT TO ONLY SOME OWNERS WITH FAULTY CLOCK SPRINGS

This notice applies to your vehicle: 3VW4T7AU7G [REDACTED]

**Subject: Extended Warranty Coverage – Steering Wheel Clock Spring
Certain 2010-2018 Model Year Volkswagen Vehicles**

Dear Volkswagen Owner:

Volkswagen is extending warranty coverage for the steering wheel clock spring in certain 2010-2018 model year Volkswagen vehicles (under specific conditions) to 10 years / 120,000 miles from the vehicle's original in-service date.

Reason for Warranty Extension

Certain vehicles may, over time, develop an issue with the steering wheel clock spring that causes the airbag light to come on. This is due to hair or other fibers that 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 clock spring 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.

Warranty Extension Coverage/Limitations

As long as your vehicle is within the time and mileage limits of this warranty extension, an authorized Volkswagen dealer will diagnose the following FREE of charge: **Steering wheel controls not working properly and an airbag light that stays on. Both conditions must be present for diagnosis to be covered under this warranty extension.**

- If diagnosis confirms that the issue is caused by a torn steering wheel clock spring, the repair will be performed at no cost to you.
- If diagnosis reveals that your vehicle has an unrelated issue(s), any necessary repairs will not be covered under this warranty extension. Your dealer will advise you on what the repair cost(s) will be.

A vehicle is not eligible for the extended warranty coverage described in this letter if it has a branded title (including, but not limited to: "Totaled," "Assembled," "Dismantled," "Flood," "Junk," "Rebuilt," "Reconstructed," "Lemon Law Buyback," "Fleet," "Mileage Unknown," "Stolen," or "Salvaged," or if it was acquired by any person or entity from a junkyard, salvage facility, or body shop).

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What you should do:

- Please keep this letter with your Warranty booklet for future reference, and deliver it to any new owner, along with the owner's manual. Should you ever sell the vehicle, this warranty extension is fully transferable to subsequent owners.
- Please be aware that other conditions (unrelated to the issue described in this letter) may be present in your vehicle. Customers should be prepared to cover diagnosis and repair costs associated with these other, unrelated conditions.

Additional Information

- The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.
- The warranty and maintenance information that came with your vehicle contains information on the limited warranties applicable to your vehicle. Please read these limited warranties carefully to determine your warranty rights and obligations, as this information also applies to the coverage provided to you in this warranty extension.
- Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect, and repairs that are necessary for proper diagnosis of these conditions or required to bring the vehicle up to factory specifications are not covered by this warranty extension.
- If you are the lessor and registered owner of the vehicle identified in this warranty extension, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.
- If you have changed your address or have sold the vehicle, please fill out the enclosed prepaid owner reply card and mail it to us so we can update our records.
- If you have previously paid for replacement of a faulty steering wheel clock spring as described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

If you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday 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/>.

Sincerely,

Volkswagen Customer Protection

The models with *some vehicles identified as having faulty parts and therefor part of the
aforementioned extended warranty (no information on how some were determined faulty, and some
safe)

Summary

This Document informs dealers on VWP-18-11 for the Steering Wheel Clock Spring
Limited Warranty Extension

63 Affected Products ▲

Vehicles

MAKE	MODEL	YEAR
VOLKSWAGEN	CC	2010-2017
VOLKSWAGEN	EOS	2010-2016
VOLKSWAGEN	GOLF	2010-2011
VOLKSWAGEN	GOLF R	2012-2018
VOLKSWAGEN	GTI	2010-2018
VOLKSWAGEN	JETTA	2010-2018

Table 5

Make	Model	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	Total Of VIN	Classification
Audi	A3	4,595	6,733	7,265	3,719		46,733	39,405	22,725	20,620		151,795	Audi Peer
	A4	31,082	35,281	31,571	46,719	42,252	31,709	20,490	53,444	37,605		330,153	Audi Peer
	A5	11,866	12,950	11,470	21,818	19,145	13,174	10,365	3,242	39,799		143,829	Audi Peer
	A6	6,777	7,108	18,371	21,072	23,927	15,800	30,483	16,973	16,429		156,940	Audi Peer
	A7			11,768	7,733	9,357	3,632	11,342	6,144	4,269		54,245	Audi Peer
	A8	649	4,750	4,539	6,650	5,574	7,141	4,044	4,210	761		38,318	Audi Peer
	Q3						10,518	20,195	14,618	29,498		74,829	Audi Peer
	Q5	18,887	23,731	33,831	28,565	42,005	48,819	54,702	35,524	78,073		364,137	Audi Peer
	Q7	6,181	9,038	8,951	14,277	17,879	28,909		51,661	39,728		176,624	Audi Peer
	R8	546	1,416	1,272		1,113	722		1,532	594		7,195	Audi Peer
	S5	2,627	2,463	2,413								7,503	Audi Peer
	S6	140	159									299	Audi Peer
	TT	1,201	1,434	2,259	2,191	1,221	750	3,503	2,189	2,119		16,867	Audi Peer
Volkswagen	Atlas									61,927		61,927	VW Peer
	Beetle	16,832		30,438	47,732	27,709	20,354	17,744	17,126	10,749		188,684	VW Peer
	CC	29,078	12,987	29,352	32,257	10,893	5,254	3,859	1,837			125,517	RQ17 / Subject
	E-Golf						3,370	7,892	1,742	489		13,493	VW Peer
	Eos	5,751	1,877	11,117	4,775	3,409	2,742	1,136				30,807	RQ17 / Subject
	Golf	12,519	16,563	25,060	21,455	6,916	28,751	21,837	22,445	9,241		164,787	RQ17 / Subject
	Golf Alltrack								24,283	8,684		32,967	VW Peer
	Golf SportWagen						16,404	19,123	10,096			45,623	VW Peer
	GTI	12,268	15,128	18,566	17,168	5,082	27,814	24,616	32,624	9,108		162,374	RQ17 / Subject
	Jetta	98,166	122,123	154,410	148,325	157,878	117,813	125,463	141,641	31,691	19,804	1,117,314	RQ17 / Subject
	Jetta SportWagen	25,361	26,162	23,684	27,780	25,017						128,004	RQ17 / Subject
	Passat (Germany)	13,204										13,204	RQ17 / Subject
	Passat (USA)			95,836	128,807	102,124	98,078	57,434	76,532	34,844		593,655	RQ17 / Subject
	Tiguan	17,460	25,618	29,806	33,457	26,030	22,513	44,602	51,081	88,076		338,643	RQ17 / Subject
	Touareg	3,493	6,058	10,399	9,583	9,715	3,964	8,274	5,105			56,591	VW Peer
Sum:		318,683	331,579	562,378	624,083	537,246	554,964	526,509	596,774	524,304	19,804	4,596,324	

Tables X and Y, with my car (2016 VW CC) inexplicably mislabeled as "subject" not "peer" as it is in other answers

Response 6 cont'd.

The individual items were manually screened to identify those which contained customer concerns related to the subject allegation of steering wheel clock spring/steering column control module (SCCM) failures potentially resulting in improper function of the steering wheel controls and/or failure of the driver front air bag to deploy in the event of a crash of sufficient severity to require a commanded deployment. Failure of the system includes a split deployment (i.e. non-deployment of the driver front air bag and deployment of the passenger front air bag).

The following tables indicate, by make, model year, and model, the terms of the new vehicle warranty coverage offered by VW on the subject vehicles and peer vehicles.

Table 1 is representative of Volkswagen vehicles included in RQ17-009, and the subject vehicles identified for model years 2015 through present:

Make	Model Year	Model	New Vehicle Limited Warranty	Extended Warranty	Classification
Volkswagen	2010-2014	CC	3 Years / 36,000 Miles	N/A	RQ
Volkswagen	2010-2013	Eos	3 Years / 36,000 Miles	N/A	RQ
Volkswagen	2011-2014	Golf/GTI/R	3 Years / 36,000 Miles	N/A	RQ
Volkswagen	2010-2013	Jetta	3 Years / 36,000 Miles	N/A	RQ
Volkswagen	2012-2013	Jetta Sportwagen	3 Years / 36,000 Miles	N/A	RQ
Volkswagen	2010-2014	Passat (USA/Germany)	3 Years / 36,000 Miles	N/A	RQ
Volkswagen	2011-2014	Tiguan	3 Years / 36,000 Miles	N/A	RQ
Volkswagen	2015-2017	CC	3 Years / 36,000 Miles	N/A	VW Subject
Volkswagen	2014-2016	Eos	3 Years / 36,000 Miles	N/A	VW Subject
Volkswagen	2015-2017	Golf/GTI/R	3 Years / 36,000 Miles	N/A	VW Subject
Volkswagen	2018	Golf/GTI/R	6 Years / 72,000 Miles	N/A	VW Subject
Volkswagen	2014-2017	Jetta	3 Years / 36,000 Miles	N/A	VW Subject
Volkswagen	2018-2019	Jetta	6 Years / 72,000 Miles	N/A	VW Subject
Volkswagen	2014	Jetta Sportwagen	3 Years / 36,000 Miles	N/A	VW Subject
Volkswagen	2015-2017	Passat (USA/Germany)	3 Years / 36,000 Miles	N/A	VW Subject
Volkswagen	2018	Passat (USA/Germany)	6 Years / 72,000 Miles	N/A	VW Subject
Volkswagen	2015-2017	Tiguan	3 Years / 36,000 Miles	N/A	VW Subject

Table 2 is representative of Volkswagen and Audi peer vehicles, identified for model years 2010 through present:

Make	Model Year	Model	New Vehicle Limited Warranty	Extended Warranty	Classification
Volkswagen	2018	Atlas	6 Years / 72,000 Miles	N/A	VW Peer
Volkswagen	2010, 2012-2017	Beetle	3 Years / 36,000 Miles	N/A	VW Peer
Volkswagen	2018	Beetle	6 Years / 72,000 Miles	N/A	VW Peer
Volkswagen	2015-2018	eGolf	3 Years / 36,000 Miles	N/A	VW Peer
Volkswagen	2017	Golf Alltrack	3 Years / 36,000 Miles	N/A	VW Peer
Volkswagen	2018	Golf Alltrack	6 Years / 72,000 Miles	N/A	VW Peer
Volkswagen	2015-2017	Golf Sportwagen	3 Years / 36,000 Miles	N/A	VW Peer
Volkswagen	2018	Tiguan	6 Years / 72,000 Miles	N/A	VW Peer
Volkswagen	2010-2017	Touareg	3 Years / 36,000 Miles	N/A	VW Peer
Audi	2010-2013	A3	4 Years / 50,000 Miles	N/A	Audi Peer
Audi	2015-2018	A3	4 Years / 50,000 Miles	N/A	Audi Peer
Audi	2010-2018	A4	4 Years / 50,000 Miles	N/A	Audi Peer