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OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CRD NEF 109 MAIL

Volkswagen of America, Inc.
P.O. Box 217022
Auburn Hills, MI 48321-7022

To Whom it may concern,

I purchased and paid cash for my 2019 Volkswagen Tiguan on January 10, 2020 and over the course of the year I have found the car to be unacceptable. The reason for this complaint is the fact that the automatic braking system is causing the car to be hazardous and the alarms are interfering with my ability to drive the roads safely and with confidence.

For the past year, when driving in and out of driveways, sometimes deep driveways and sometimes not, the car randomly decides to exercise its automatic braking system or beeps alarmingly and uncontrollably until I pull all the way through the driveway and out onto the road. Hence, I drive at an extremely slow pace in these situations for fear of having the automatic braking system taking over. This has happened at various locations: pulling out of the Del Taco parking lot and the parking lot of Atria Del Sol onto Marguerite Parkway. It has happened pulling out of the parking lot of Big Lots onto La Paz and pulling out of the gas station onto Oso Parkway to get on the 5 freeway. My daughter experienced the problem pulling out of a 7-11 onto Crown Valley Parkway and, in Utah, my husband experienced the problem pulling out of a bike shop onto Fort Union. Twice the car completely shut down, once leaving me with an angry driver behind, flailing her arms and hands in anger. In this situation, the car gave me no immediate ability to restart so I could proceed forward to make the green light. Also, things such as moving from window to window along a wall in a fast-food drive through, or simply backing up in a parking lot, I am frequently alarmed by uncontrollable beeping. The two times I brought the vehicle into Capistrano Volkswagen, the mechanics found nothing wrong with the car, stating that we just need to learn how to drive differently with all the features car manufacturers are installing, as this is the way cars are made now. The attempts for resolution included, for a time, deactivating the Adaptive Cruise Control System and most recently the maneuver braking system, after which I, again, had the alarming experience pulling out of the gas station onto Oso Parkway.

This hypersensitivity is causing me anxiety when driving in and out of parking lots and spaces, not to mention the fact that I am potentially hazardous to other drivers on the cars account. My husband and I took a road trip to Seattle in a 2012 Mazda 3 Sport that we bought for our children. While driving the car on a two-lane highway at night, we came upon a large piece of scrap metal in the road. My husband, alarmed by his own instincts, maneuvered over the scrap metal successfully and the car continued, fully intact, with no problems. Had we been driving my Volkswagen, Tiguan, I think the situation would have been much more dire. I honestly believe that there is something wrong with having so many sensors on automobiles, but more specifically and importantly, I believe there is something wrong with the sensors the on the bottom of my Volkswagen, Tiguan.

Please consider taking the car back to resolve this problem as soon as possible.



c: Capistrano Volkswagen, National Highway Traffic Safety Administration

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Rancho Santa Margarita, CA [Redacted]

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