

[REDACTED]
[REDACTED] St. Louis, MO [REDACTED]
[REDACTED]

February 3, 2024

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

Via Certified Mail Return Receipt Requested

RE: Jetta Ignition Switch Recall – Request for Immediate Repair, Replacement, or Refund

Dear Sir or Madam,

I am writing to request you immediately repair, replace, or refund the price of my 2019 Volkswagen (VW) Jetta. On October 23, 2023, I received a recall letter from VW notifying me that my vehicle had a faulty ignition switch. This letter stated that the polyfuse in my car's ignition switch has the potential to fail, particularly when the vehicle is operated in high temperature environments. In addition, if the polyfuse fails, it can result in the engine stalling while driving and failure of the vehicle's electrical system, increasing the risk of a crash.

Due to the potentially deadly consequences of the above described ignition-switch failure, I promptly took my vehicle to a dealership to receive a repair. I was informed, however, that a fix for this defect is not currently available. I then contacted the VW directly via phone. I let them know that my vehicle has already had its ignition freeze up a number of times and that I did not view it as safe to drive. I was not offered a remedy and was instead instructed to "drive carefully" and told the steering may not freeze up in traffic.

This is unacceptable. A similar defect in GM vehicles – where an ignition switch defect shut off engines and prevented airbags from inflating – was linked to 124 deaths and over 275 injuries. It is simply appalling that VW expects its customers to continue driving and risk injury and death. This lack of remedy is even more stunning given that VW's August 30, 2023 Part 573 Safety Recall Report 23V-604 suggested to the federal government that a fix was already available involving replacement of the defective ignition switch with a "remedy component" from a different supplier.¹

The law provides that each manufacturer of a motor vehicle shall be responsible for any safety-related defect determined to exist in the vehicle. See 49 CFR 573.5. The faulty ignition switch is a serious safety-related defect. VW must repair, replace, or refund the price of my vehicle in a reasonable amount of time. Given the severity of the safety issue caused by the ignition switch defect, and in light of the fact that my car's ignition switch has already frozen up on numerous occasions and I live in an area that experiences high temperatures, it is not reasonable to expect

¹ <https://static.nhtsa.gov/odi/rcl/2023/RCLRPT-23V604-2498.PDF> (last accessed Jan. 26, 2024).

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me to continue driving my Jetta while VW considers its repair options. If a repair is not presently available, VW must provide a replacement vehicle or refund me \$22,013.00 (purchase price, sales tax, and title fee).

Please respond to this correspondence via email within 14 days. I need a safe car to drive and therefore need a response regarding whether VW will agree to remedy this situation without my pursuing legal action.

Best regards,

[REDACTED]

Cc: [REDACTED]
Via email: [REDACTED]

National Highway Transportation Safety Administration
1200 New Jersey Ave, SE, Washington DC 20590

Missouri Attorney General's Office, Consumer Protection Division
815 Olive Street, Suite 200
St. Louis, MO 63101

Representative Ann Wagner
2350 Rayburn Office Building
Washington, DC 20515



Department of Transportation

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Highway Transportation Safety Administration
4 Jersey Ave SE
Washington, DC 20590

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