

August 7, 2024

Mr. Pablo Di Si  
CEO, Volkswagen Brand North American Region  
Volkswagen Group of America  
1950 Opportunity Way  
Reston, VA 20190

Dear Mr. Di Si,

On August 2, 2024 my 2019 Volkswagen Tiguan's sunroof spontaneously shattered while my husband and I were driving down a country road in New Hampshire. There were only pine trees on either side of the road, and nothing dropped on the roof to shatter the glass. The glass rained down on me and the pop noise was very alarming. The only thing we can surmise is that the glass shattered due to temperature differential whereby the hot outside air, since it was an August day, and the cold air conditioning inside the car stressed the glass. However, we have never had this happen before in any car.

We were grateful the glass did not fall into our eyes but this could have had a very different outcome. We became concerned for people in climates like Arizona or Florida who may experience this danger, especially when driving on the highway. Regardless, the sunroof glass should be able to withstand the heat of the outdoors and the Volkswagen air-conditioning system.

We concluded that this had to be a defect in the glass used, and we feel compelled to write and report this incident. We were put at risk by shattered glass raining down on the front seats, and the dealer was unresponsive and said the sunroof shattering spontaneously was not typical. It has not been inspected yet, and police have not been involved as there was no accident.

We have notified the National Highway Traffic Safety Administration of this incident and our suspicion that the glass is defective and dangerous to the travelling public. We would like an answer as to how this could have happened. We have owned and trusted Volkswagen for decades and this is not what we would have expected of your product. In addition to being put in danger in a moving vehicle, we must now pay thousands for the repair as the car is currently undriveable, and the sunroof is not covered under glass warranty.

We await your response.

Sincerely,

A large black rectangular redaction box covering the signature area.

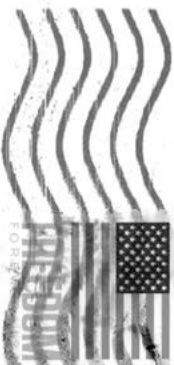
*PD*

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Riverside, CT [REDACTED]  
[REDACTED]

CC: National Highway Traffic Safety Administration  
1 1200 New Jersey Avenue, SE  
Washington, DC 20590

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National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
Attn: Vehicle Safety

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