

TO: NHTSA

FROM: [REDACTED]  
[REDACTED]  
Davison, Michigan [REDACTED]

DATE: August 4, 2025

RE: 2021 Volkswagen Passat  
VIN/ [REDACTED]

I am writing reference a safety issue. See attached letters and photo. I believe this is a safety issue due to distortion in the back up screen. If using, it could cause serious injury or death.

Thank You !

PS: I am not a certified mechanic, but I am sure it is not a protective film on the outside.

2

TO: VW  
FROM: [REDACTED]  
DATE: 07/15/25  
RE: Clock Faceplate

See enclosed photo. The faceplate seems to be separating. Started in April of this year. The vehicle is stored in my garage during the winter and only has a little over 20,000 miles on it. In a verbal conversation, the Dealer says it is past warranty by a few months.

I have purchased over twenty (20) new vehicles in my life, three (3) being Volkswagens. This is the first time a clock faceplate went bad.

Request assistance on this because this should not happen.

Thank You

Note: VIN/ [REDACTED]



Volkswagen Customer CARE · 3800 Hamlin Rd · Auburn Hills, MI 48326 · United States of America

[REDACTED]  
[REDACTED]  
Davison, Michigan [REDACTED]

July 31, 2025 Date  
800-822-8987 Phone  
vwcustomercare@vw.com Email

RE: 2021 Volkswagen Passat  
VIN: [REDACTED]  
Case Number: [REDACTED]

Dear [REDACTED]

I am sorry to hear about the concerns you are facing with your infotainment/clock screen. I understand how frustrating repairs are on a vehicle with such low mileage.

I made sure to check your vehicle for all warranty coverage. As your vehicle is outside of the New Vehicle Limited Warranty (NVLW) by time, we would support the dealer's determination of no coverage. I understand this is frustrating, as your vehicle is within the mileage parameters, but please note that all our warranties have both time and mileage parameters.

I also checked your vehicle for any open recalls or service actions that may account for the concern you are experiencing, and I did not find any.

Please note, as you only had a verbal conversation with the dealer, we highly recommend that you take your vehicle into the dealer for them to look at it. We are not technically trained here at CARE so we can't give repair advice, but visually it does appear as though it could be a protective film left over from purchase. Are you sure it was removed at purchase?

If you have any further questions or concerns, please call into CARE at 800-822-8987 or email us via the address at the top of this letter.

Kind regards,

[REDACTED]

Lydia W.  
Customer CARE Advocate

RADIO

MEDIA

PHONE

VOICE



OFF



SYNC



PASSENGER AIR BAG OFF 30

METROPLEX MI 480

5 AUG 2025 PM 7 L



1775-2375

[REDACTED]  
Davison, Michigan [REDACTED]

NHTSA

1200 New Jersey Ave., SE

Washington, D.C. 20590

20590- [REDACTED]