

E-mail printed for : cerelycerelynoco

Date: 1/8/02

To: VWOA Customer Relations, attn. [REDACTED]

Subject: 1998 Volkswagen New Beetle

RE: VIN: 3VWBB61COW [REDACTED]

566175

Dear [REDACTED]

I have received your letter of Dec.14,2001 (010721770) which is unsatisfactory. Reasons:

-the purpose of concrete stops on parking lots serve to make

sure not to exceed the front limit of the parking area.

-the New Beetle makes unfavorable contact with the lower splash shields when the front wheels touch the concrete stop, i.e. the front portion of the engine splash shield SCRAPES on the upper surface of the concrete stop, which will damage it eventually, causing repair or replacement. This could be easily confirmed by your engineering or service dept.

-This is therefore NOT an "outside influence" as you stated in your above letter, but the manufacturer's designed, inadequate ground clearance!

To remedy this shortcoming the manufacturer should a) change the design for future production as needed and b) introduce a "service fix" which could be achieved by raising the front end of the vehicle by approx. 1/2" (13 mm) Please provide instructions for a field modification to me at the earliest possible date, in which case I would drop the reimbursement request asked for previously. Please be advised that I intend to pursue this matter through other (competent) agencies, including motor magazines, if your reply does not satisfy my request.

I have been a service field engineer and quality control mgr. for VW, Porsche, Audi and MAZDA: I know what "outside influence" really is. Sincerely but determined, Normann Rathlein, as per above address.

Date printed: Jan 8 2002

-CC: MR. PERD H. KLAUSS, VWOA, NHTSA/DOJ, DR. FERDINAND PIECH ✓

P.S.: THE HEIGHT OF A TYPICAL PARKING LOT CEMENT STOP IS: $4\frac{15}{16}$ " (Approx. 125mm)

OFFICE DEFECTS INVESTIGATION

02 JUN 21 AM 11:18

RECEIVED

Normann