

*Handwritten mark*

# VOLKSWAGEN

GROUP OF AMERICA

Kathleen Demeter  
Director, Office of Defects Investigation  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue S.E.  
Washington, DC 20590

CHRISTOPHER T. SANDVIG NAME  
GM - COMPLIANCE / TREAD TITLE  
PRODUCT COMPLIANCE DEPARTMENT  
248-754-5000 PHONE  
248-754-5093 FAX  
JUNE 2, 2009 DATE

Subject: PE09-022 NVS-213cni; Automatic Transmission Lines Cut or Damaged by Contact with the Engine Coolant Fan

VOLKSWAGEN GROUP OF AMERICA, INC.  
3800 HAMLIN ROAD  
AUBURN HILLS, MI 48326  
PHONE +1 248 754 5000

Dear Ms. Demeter:

Please find attached Volkswagen's response to PE09-022 regarding automatic transmission lines cut or damaged by contact with the engine cooling fan on certain MY 2009 Volkswagen Passat CC vehicles. Pursuant to the phone conversation with Mr. Jeff Quandt and Mr. Chris Lash on May 19, 2009, Volkswagen is providing responses to requests 1-6, 9 and 12.

For your convenience, each request is restated verbatim and then followed by our response.

Please contact me if you have any questions regarding this response.

Regards,



Christopher T. Sandvig  
GM - Compliance/TREAD  
Service and Quality

Attachments

*Handwritten notes:*  
5  
2009-06-02  
3

**Request 1**

State, by engine, the number of subject vehicles Volkswagen has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Volkswagen, state the following:

- a. Vehicle identification number (VIN);
- b. Model;
- c. Engine;
- d. Model Year;
- e. Date of manufacture;
- f. Date warranty coverage commenced; and
- g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2003, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

**Response 1**

In response to this inquiry, Volkswagen has identified the following subject vehicle population:

Subject Vehicles	MY 2009
Passat CC	15,805

Responses to subparagraphs a. through g. are provided in a Microsoft Excel file entitled "PRODUCTION DATA.xls" attached hereto as Exhibit to Request 1.

Source: Business Objects

Date Gathered: Through the date of the inquiry

**Exhibit to Request 1**

**PRODUCTION DATA**

**Data is provided in Microsoft Excel format on the PE09-022 Data Collection Disc**

## Request 2

State the number of each of the following, received by Volkswagen, or of which Volkswagen is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- d. Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- e. Property damage claims; and
- f. Third-party arbitration proceedings where Volkswagen is or was a party to the arbitration; and
- g. Lawsuits, both pending and closed, in which Volkswagen is or was a defendant or codefendant.

For subparts "a" through "e" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "g," provide a summary description of the alleged problem and causal and contributing factors and Volkswagen's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "f" and "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

## Response 2

- a. In response to this inquiry, Volkswagen has identified one consumer complaint which relates to the alleged defect in the subject vehicles. Volkswagen notes that the consumer complaint is duplicative of the provided VOQ.
- b. In response to this inquiry, Volkswagen has identified one field report which relates to the alleged defect in the subject vehicles. Volkswagen notes that this field report is duplicative of the consumer complaint and the provided VOQ.
- c. In response to this inquiry, Volkswagen has not identified any reports involving a crash, injury, or fatality caused by the alleged defect in the subject vehicles based on claims and notices received by Volkswagen.
- d. In response to this inquiry, Volkswagen has not identified any reports involving a fire related to the alleged defect in the subject vehicles based on claims and notices received by Volkswagen.
- e. In response to this inquiry, Volkswagen has not identified any property damage claims related to the alleged defect in the subject vehicles.
- f. In response to this inquiry, Volkswagen has not identified any third-party arbitration proceedings where Volkswagen is or was a party to the arbitration related to the alleged defect in the subject vehicles.

- g. In response to this inquiry, Volkswagen has not identified any lawsuits, both pending and closed, in which Volkswagen is or was a defendant or codefendant related to the alleged defect in the subject vehicles.**

**Source: LISTEN, PL, FRED, TACS**

**Date Gathered: Through the date of the inquiry**

### **Request 3**

Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

- a. Volkswagen's file number or other identifier used;
- b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person);
- d. Vehicle owner's address;
- e. Vehicle owner's contact telephone number(s);
- f. Vehicle's VIN;
- g. Vehicle's model;
- h. Vehicle's model year;
- i. Vehicle's mileage at time of incident;
- j. Incident date;
- k. Report or claim date;
- l. Whether a crash is alleged;
- m. Whether a fire is alleged;
- n. Whether property damage is alleged;
- o. Number of alleged injuries, if any; and
- p. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2003, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

### **Response 3**

**Responses to subparagraphs a. through p. are provided in a Microsoft Excel file entitled "REQUEST NUMBER TWO DATA.xls" attached hereto as Exhibit to Request 3. The cases are organized by category, then by case number.**

Source, Date Gathered: See Response Two

**Exhibit to Request 3**

**REQUEST NUMBER TWO DATA**

**Data is provided in Microsoft Excel format on the PE09-022 Data Collection Disc**

**Request 4**

Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Volkswagen used for organizing the documents.

**Response 4**

In response to this inquiry, Volkswagen is providing copies of documents identified for each item in Response 2. The documents are provided in an Adobe Acrobat file entitled "REQUEST NUMBER FOUR DATA.pdf" attached hereto as Exhibit to Request 4. The cases are organized by category, then by case number.

Source, Date Gathered: See Response Two



**Exhibit to Request 4**

**REQUEST NUMBER FOUR DATA**

**Data is provided in Adobe Acrobat format on the PE09-022 Data Collection Disc**

**Request 5**

State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Volkswagen to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Volkswagen's claim number;
- b. Vehicle owner or fleet name (and fleet contact person);
- c. Vehicle owner's address;
- d. Vehicle owner's contact telephone number(s);
- e. VIN;
- f. Repair date;
- g. Vehicle mileage at time of repair;
- h. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- i. Labor operation number;
- j. Problem code;
- k. Replacement part number(s) and description(s);
- l. Concern stated by customer;
- m. The cause and correction of the concern; and
- n. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

**Response 5**

**In response to this inquiry, Volkswagen has identified one warranty claim which relates to the alleged defect in the subject vehicles. Volkswagen notes that the warranty claim is duplicative of the provided VOQ, the consumer complaint, and the field report.**

**Our response to this request is provided in a Microsoft Excel file entitled "WARRANTY DATA.xls" attached hereto as Exhibit to Request 5.**

Source: Business Objects Warranty Claims Universe

Date Gathered: Through the date of the inquiry

**Exhibit to Request 5**

**WARRANTY DATA**

**Data is provided in Microsoft Excel format on the PE09-022 Data Collection Disc**

**Request 6**

Describe in detail the search criteria used by Volkswagen to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Volkswagen on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Volkswagen offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

**Response 6**

In response to this inquiry, the following methods were used to identify paid warranty claims in response to request number five.

1. Model Year 2009 Passat CC subject vehicles manufactured for sale or lease in the United States.

AND

2. All warranty claims containing the following subject part identifier:

Part Identifiers: 3862, 3860

Part Identifier Description: ATF Cooling Line, ATF Cooler

Volkswagen has identified, through screening the resultant claims, the following problem code and its problem code description used in the claim relating to the alleged defect in the subject vehicles:

50 – Leaking

The following is a table, by make and model year, of the terms of the new vehicle warranty coverage offered by Volkswagen on the subject vehicles:

Model Year	Warranty Terms & Vehicle	Coverage Type
2009	3 Years / 36,000 miles: VW Passat CC	Bumper to Bumper

Volkswagen offers a 2 year / 24,000 mile extended warranty for Certified Pre-Owned vehicles.

Volkswagen has not offered any other extended warranty options covering the subject component on the subject vehicles.

Source: VWGoA

Date Gathered: Through the date of the inquiry

**Request 9**

Describe all modifications or changes made by, or on behalf of, Volkswagen in the design, material composition, manufacture, quality control, supply, installation or routing of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:

- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
- b. A detailed description of the modification or change;
- c. The reason(s) for the modification or change;
- d. The part number(s) (service and engineering) of the original component;
- e. The part number(s) (service and engineering) of the modified component;
- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- g. When the modified component was made available as a service component; and
- h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Volkswagen is aware of which may be incorporated into vehicle production within the next 120 days.

**Response 9**

**In response to this inquiry, Volkswagen did not identify any modifications or changes in the design, material composition, manufacture, quality control, supply, installation or routing of the subject component in the subject vehicles.**

**Volkswagen is not aware of any modifications or changes planned in the next 120 days.**

### **Request 12**

Furnish Volkswagen's assessment of the alleged defect in the subject vehicle, including:

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses;
- e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
- f. The reports included with this inquiry.

### **Response 12**

**Volkswagen is aware of only one incident that relates to the alleged defect in the subject vehicles. This one incident is identical to the one reported by NHTSA as a VOQ and appears multiple times in the form of a consumer complaint, a field report, and a warranty claim.**

**Volkswagen notes that this vehicle was not inspected by one of Volkswagen's personnel. In the provided field report, the technician found the automatic transmission fluid (ATF) lines to be routed incorrectly. Additionally, the technician workshop findings within the report state, "cooler lines should be routed over lower coolant hose not under so I should reroute both lines on this vehicle." Volkswagen can only assume that due to these ATF lines being incorrectly routed, the lines were twisted, and therefore, became shorter than intended causing contact with the engine cooling fan. This contact damaged the lines, which caused the ATF leak.**

**Volkswagen determines this to be a single isolated incident that does not indicate the existence - or even emergence - of a defect trend. Volkswagen does not believe this incident poses an unreasonable risk to motor vehicle safety in the subject vehicles.**