

Property Damage Claims Summary

Identifier: VIN 3P [REDACTED] / VOQ10304571

Summary: The claim was denied.
The customer claimed loss of his house and alleged that this was because of a vehicle fire that was Volkswagen's responsibility. The claim was denied, because it was found that an improperly installed aftermarket battery caused the vehicle fire. The required battery hold down was missing, allowing the battery to move and chafe the power wiring which led to an electrical fire in the vehicle. Accordingly this fire caused by improper aftermarket battery installation is not Volkswagen's responsibility.
Smoke damage was caused to the customer's house. The actual loss of the house was caused during repair work related to smoke damage but not by the vehicle incident.

Identifier: VIN 2E [REDACTED]

Summary: The claim was closed without payment.
The insurance company stopped responding to Volkswagen's requests for information. No analysis was performed, a potential cause is unknown.

Identifier: VIN 3E [REDACTED]

Summary: The claim is still open.
The records show contradictory statements about the fire originating in a trash pile (statement from eye witness) versus fire caused by the vehicle (allegation from customer/insurance). Fact appears to be that the vehicle was not driven for a week, which would mean that most electrical systems (especially the ignition system and other power consuming electronics) would have been powered down for a significant period of time. However, no cause has been identified and Volkswagen provides this claim because a vehicle fire is alleged.

Identifier: 3E [REDACTED]

Summary: The claim was denied.
The insurer alleged the fire and consequential damage was caused by a fault in the battery harness. This was disproved by analysis of the alleged defect/component. No cause was identified and the claim was denied.

Identifier: VINs 2P [REDACTED], 2P369589

These claims involve lawsuits; please refer to Attachment 02-02 for a summary.

Lawsuit Summaries

Identifier: VIN 2P [REDACTED]

Parties: [REDACTED] and Central Mutual Ins. Co. vs. Volkswagen of America, Inc. & Jim Ellis Atlanta, Inc.

Caption: [REDACTED] Richards and Central Mutual Ins. Co. vs. Volkswagen of America, Inc. & Jim Ellis Atlanta, Inc.

Court: State Court of Dekalb Cnty, GA

Docket Number: 05A-36983-3

Date Filed: 07/27/05

Summary: The lawsuit was settled.
The lawsuit alleged damage to the customer's house caused by a fire originating in the vehicle's engine compartment.
The vehicle was left running unattended [Volkswagen warns the consumer in the Owner's Manual not to do so, see Attachment 02-03] in the garage after MIL illumination and rough running the day before, when smoke was detected by smoke alarm. The customer pulled the ignition key, opened the engine hood and found fire on top of engine, closed the hood again and called the fire department.
The fire was determined as originating from the engine compartment, yet a causal component was not determined.

Identifier: VIN 2P [REDACTED]

Parties: State Farm Fire & Casualty, the Charter Oak Fire Ins. Co. vs. Volkswagen AG & Robert Bosch GmbH

Caption: State Farm Fire & Casualty, the Charter Oak Fire Ins. Co. vs. Volkswagen AG & Robert Bosch GmbH

Court: District Court, Jefferson Cnty, CO

Docket Number: 06-CV-4886

Date Filed: 04/09/07

Summary: The lawsuit was settled.
The fire was determined to have originated in the vehicle's engine compartment. The fire was alleged to have started at the alternator in

the engine compartment. The case was settled by Bosch GmbH and Volkswagen AG.

Identifier: VIN 3E [REDACTED]

Parties: Property & Casualty Ins. Co of Hartford ASO of [REDACTED] v. VWGoA & Valeo, Inc.

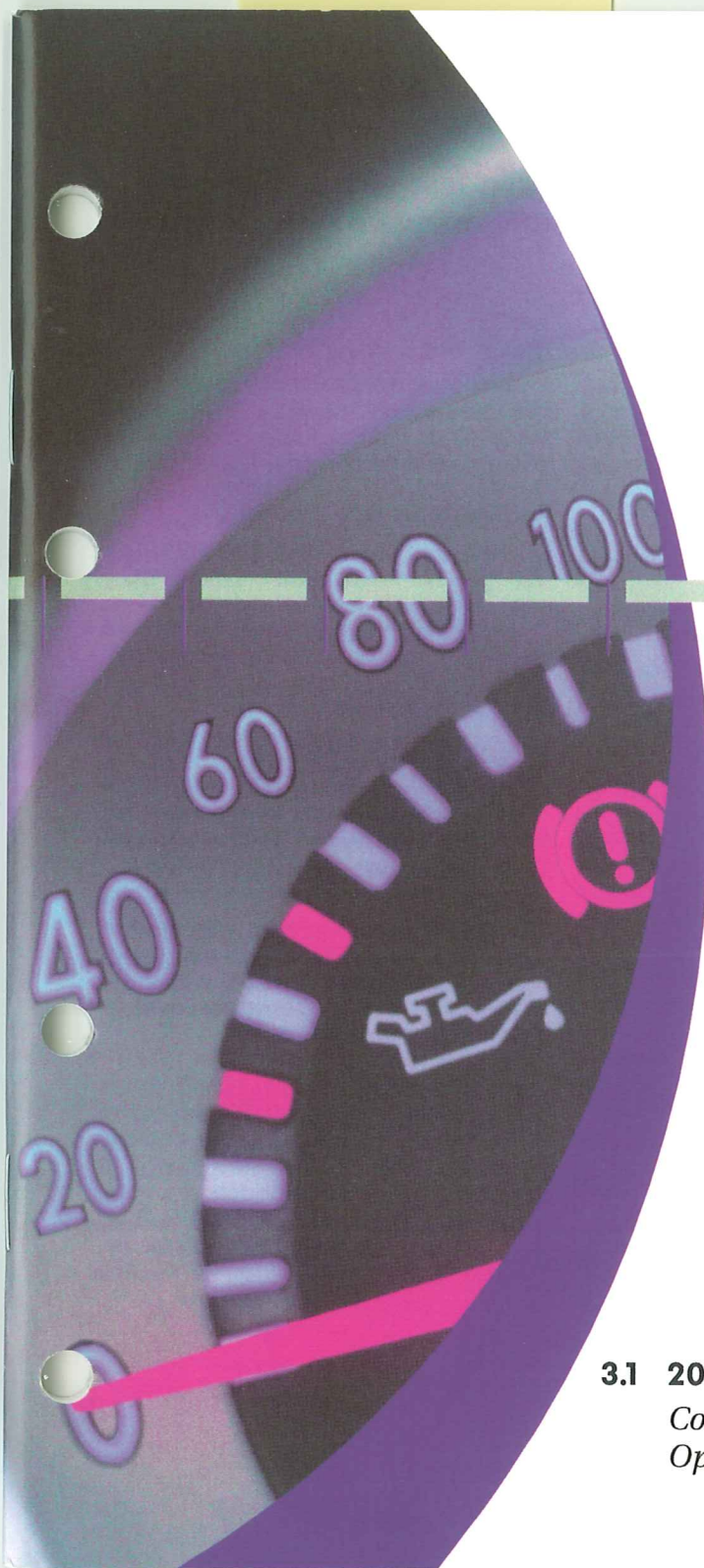
Caption: Property & Casualty Ins. Co of Hartford ASO of [REDACTED] v. VWGoA & Valeo, Inc.

Court: Tuscaloosa Cnty Circuit Court, AL

Docket Number: CV-2009-900694.00

Date Filed: 11/10/09

Summary: The lawsuit is still pending.
The fire originated in the customer's garage. The fire allegedly spread from the car to the garage to the rest of the house. The cause of the fire is still under investigation.



3.1 2002 Passat Wagon
*Controls and
Operating Equipment*

Starting procedures

Chime

If you leave the key in the ignition/steering lock, a chime will sound when the driver's door is opened. This reminds you to remove the key and lock the doors.

Electronic immobilizer

The immobilizer prevents unauthorized persons using your vehicle.

A micro-chip is located in the head of the key which automatically deactivates the immobilizer when the key is inserted in the ignition lock.

The system is automatically activated when the ignition is switched off.


Note

The engine can thus only be started with a correctly coded genuine Volkswagen key.

Trouble free operation of your vehicle can only be guaranteed when using genuine keys.

WARNING

- **Always fasten safety belts before driving.**
- **Never start or let the engine run in a confined or enclosed area. Exhaust fumes from the engine contain carbon monoxide, a colorless and odorless gas. Carbon monoxide can be fatal if inhaled.**
- **Never leave the engine idling unattended. An unattended vehicle with a running engine poses a danger of personal injury or theft.**

 *To avoid unnecessary engine wear and to reduce exhaust emissions, do not let your vehicle stand and warm up. Be ready to drive off immediately after starting your vehicle. Maintain moderate speed until the engine is completely warm. Remember, the engine performs best at operating temperature.*

Manual transmission

Your VOLKSWAGEN with manual transmission is equipped with an "interlock-feature". **You must depress the clutch pedal all the way before you can start the engine.**

Automatic transmission*

The engine will start only with the selector lever in **N (Neutral)** or **P (Park)**.