

VOLKSWAGEN
GROUP OF AMERICA

4-20-11

Jeffrey Quandt
Chief, Vehicle Control Division
Office of Defects Investigation
U.S. Department of Transportation
National Highway Traffic Safety Administration
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CHRISTOPHER T. SANDVIG NAME
GM - COMPLIANCE / TREAD TITLE
PRODUCT COMPLIANCE DEPARTMENT
248-754-5000 PHONE
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APRIL 18, 2011 DATE

Subject: EA11-003: High Pressure Fuel Pump Failure (HPFP) - TDI Clean Diesel Engine

VOLKSWAGEN GROUP OF AMERICA, INC.
3900 HAMLIN ROAD
AUBURN HILLS, MI 48326
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Dear Mr. Quandt:

Please find attached Volkswagen's response to your email dated March 10, 2011, requesting an update to Questions 1-5 of PE10-034, under the revised problem description, "HPFP failure causes contamination of the fuel system with debris from pump wear, which results in rough engine, loss of power and possible engine stall", on certain 2009-2010 MY Volkswagen Jetta, 2010 MY Volkswagen Golf and 2010 MY Audi A3 vehicles equipped with the TDI Clean Diesel engine.

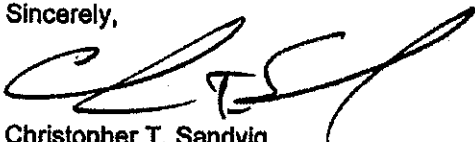
Per your request, the enclosed information is inclusive of 2009-2011 MY Volkswagen Touareg, 2011 MY Volkswagen Jetta, 2011 MY Volkswagen Golf, 2011 MY Audi A3 and 2009-2011 MY Audi Q7.

Volkswagen's response also includes a file of all vehicles for which Volkswagen has collected fuel samples, including reference numbers for all related field reports, where applicable.

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.

Sincerely,



Christopher T. Sandvig
General Manager - Compliance/TREAD
Service and Quality

Attachments

Request 1

State, by model and model year, the number of subject and peer vehicles VW has manufactured for sale or lease in the United States. Separately, for each subject and peer vehicle manufactured to date by VW, state the following:

- a. Vehicle identification number (VIN);
- b. Make;
- c. Model;
- 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 2000, 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 your inquiry, Volkswagen has identified the following number of 2009-2011 Model Year (MY) Jetta, 2009-2011 MY Touareg, 2010-2011 MY Golf, 2009-2011 MY Audi Q7 and 2010-2011 MY Audi A3 vehicles manufactured and sold to Volkswagen Group of America, Inc. for resale or lease in the United States that were equipped with a TDI Clean Diesel engine:

Subject Vehicles	MY 2009	MY 2010	MY 2011
VW Jetta	37,889	53,088	22,139
VW Touareg	833	1,771	1,359
VW Golf	-	4,446	6,055
Audi Q7	1,121	2,459	3,272
Audi A3	-	2,180	3,004

Vehicle production for 2011 MY does not represent full year production volume, as 2011 MY vehicles continue to be produced after the date of this inquiry.

Please see Microsoft Excel file entitled "PRODUCTION DATA.xlsx" for responses to subparagraphs a) through g), in the folder attached hereto as Exhibit to Request 1.

Source: Business Objects Vehicles Universe

Date Gathered: Through the date of the inquiry

Exhibit to Request 1

PRODUCTION DATA

Data is provided labeled as "PRODUCTION DATA.xlsx" in Microsoft Excel format in the Exhibit to Request 1 folder on the EA11-003 Data Collection Disc

Request 2

State the number of each of the following, received by VW, or of which VW is otherwise aware, which relate to, or may relate to, the alleged defect in the subject and peer 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. Property damage claims;
- e. Third-party arbitration proceedings where VW is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which VW is or was a defendant or codefendant.

For subparts "a" through "d," 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 "f," provide a summary description of the alleged problem and causal and contributing factors and VW'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 21 consumer complaints involving a high pressure fuel pump related to the alleged defect in the subject vehicles.
- b) In response to this inquiry, Volkswagen has identified 170 field reports involving a high pressure fuel pump related to the alleged defect in the subject vehicles
- c) In response to this inquiry, Volkswagen has not received any reports involving a crash, injury or fatality, or notices/claims of injury or death alleging or proving that a death or injury was caused by the alleged defect in the subject vehicles. Volkswagen has not received any property damage claims, consumer complaints, or field reports involving or referring to a death or injury related to the alleged defect in the subject vehicles.
- d) In response to this inquiry, Volkswagen has not identified any property damage claims.
- e) In response to this inquiry, Volkswagen has not identified any third-party arbitration proceedings where VW is or was a party to the arbitration.

f) In response to this inquiry, Volkswagen has identified one open lawsuit in which VW is or was a defendant or codefendant.

Volkswagen has identified one closed lawsuit, previously provided under response to PE10-034.

Source: Business 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. VW'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), address, and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's make, model and model year;
- f. Vehicle's mileage at time of incident;
- g. Incident date;
- h. Report or claim date;
- i. Whether a crash is alleged;
- j. Whether property damage is alleged;
- k. Number of alleged injuries, if any; and
- l. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, 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 l) is provided in the document entitled, REQUEST NUMBER TWO DATA.xlsx in the folder attached hereto as Exhibit to Request 3. These cases are organized by category then by case number.

Source, Date Gathered: See Response 2

Exhibit to Request 3

REQUEST NUMBER TWO DATA

Data is provided labeled as "REQUEST NUMBER TWO DATA.xlsx" in Microsoft Excel format in the Exhibit to Request 3 folder on the EA11-003 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 VW 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 Adobe Acrobat format, entitled "REQUEST NUMBER FOUR DATA.pdf", in the folder attached hereto as Exhibit to Request 4. The cases are organized by category, then by case number.

Source, Date Gathered: See Response 2

Exhibit to Request 4

REQUEST NUMBER FOUR DATA

**Data is provided labeled as "REQUEST NUMBER FOUR DATA.pdf" in Adobe Acrobat format
in the Exhibit to Request 4 folder on the EA11-003 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 VW to date that relate to, or may relate to, the alleged defect in the subject and peer 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. VW's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. 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 154 warranty claims (152 unique VINs) involving a high pressure fuel pump related to the alleged defect in the subject vehicles. Volkswagen notes that 4 of these claims are duplicative of the provided VOQs; 7 (6 unique VINs) are duplicative of consumer complaints and 81 (78 unique VINs) are duplicative of field reports.

Information for these claims is provided in Microsoft Excel format, entitled "WARRANTY DATA.xlsx", in the folder attached hereto as Exhibit to Request 5. The claims are organized by claim number.

Source: Business Objects Warranty Claims Universe

Date Gathered: Through the date of the inquiry

Exhibit to Request 5

WARRANTY DATA

**Data is provided labeled as "WARRANTY DATA.xlsx" in Microsoft Excel format
in the Exhibit to Request 5 folder on the EA11-003 Data Collection Disc.**