

NHTSA Consumer Complaints as of December 21, 2018

3 11129335 2015 VOLKSWAGEN GOLF Structure LOUD KNOCK IS PRODUCED WHEN THERE IS BODY FLEX (TIGHT TURNS, SPEED BUMPS, CHANGES IN ELEVATION) ON THE DRIVER SIDE B-PILLAR. BROUGHT INTO AUBURN VOLKSWAGEN TO DIAGNOSE, AND WAS TOLD THEY COULD FIND NOTHING WRONG WITH THE VEHICLE. TOOK THE VEHICLE TO A BODY SHOP AND HAD THEM REPRODUCE THE NOISE. WAS TOLD IT IS LIKELY A BAD WELD FROM THE B-PILLAR TO THE ROOF, AND SHOULD BE FIXED IMMEDIATELY AS IT'S A SAFETY CONCERN. CONTACTED THE DEALERSHIP AND WAS TOLD THEY WERE NOT ABLE TO DEAL WITH ANY ISSUES CONCERNING THE BODY OF THE CAR. CONTACTED VOLKSWAGEN OF AMERICA, AND HAVE BEEN PASSED AROUND BETWEEN CUSTOMER SERVICE AGENTS WITHOUT BEEN GIVEN ASSISTANCE. DES MOINES WA Failure Date: 08/09/2017

3 10822447 2015 VOLKSWAGEN GOLF Structure I WAS DRIVING HOME FROM WORK TODAY ON THE INTERSTATE AND IT SOUNDED LIKE A SHOTGUN WENT OFF. MY SUNROOF SHATTERED. I LOOKED UP AND THERE WAS A HUGE HOLE IN THE MIDDLE. IT WAS ABOUT 68 DEGREES F, SO IT WASN'T COLD. I HAVE A GARMIN DASH CAM SO I WENT HOME AND REVIEWED THE VIDEO LOOKING FOR AN OBJECT COMING FROM THE SKY OR ROAD JUST BEFORE THE SOUND IN THE VIDEO. NOTHING. I DON'T BELIEVE THAT ANYTHING HIT THE SUNROOF. I DID NOT HIT ANY POTHOLES. THE GLASS JUST EXPLODED. I GOOGLED GTI SUNROOF BREAK AND FOUND SOMEONE IN CANADA WITH THE SAME STORY. I THINK VW HAS AN ISSUE.

TAMPA FL Failure Date: 01/26/2016

3 10714197 2015 VOLKSWAGEN GOLF Structure THE PAINT NEAR A BOLT FOR ENGINE SUPPORT ON THIS ALLEGED NEW CAR IS DAMAGED, AND BARE METAL IS EXPOSED. AS THE RUST DEVELOPS, THE ENGINE SUPPORT MAY FAIL, AND THE ENGINE BLOCK MAY GO OUT OF POSITION. THIS CAN CAUSE FATAL ACCIDENT. BELOW IS THE PICTURE OF THE PAINT DAMAGE. THE WEB ADDRESS IS CASE SENSITIVE. HTTPS://LH3.GOOGLEUSERCONTENT.COM/-YVIYISDZMDO/VUVSSTKR7UI/

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HENRIETTA NY Failure Date: 05/01/2015

3 10714200 2015 VOLKSWAGEN GOLF Structure TWO FOAM
PIECES, ONE ON THE LEFT AND THE OTHER ON THE RIGHT, IN THE ENGINE
COMPARTMENT ARE WRAPPED IN TRANSLUCENT VINYL. SINCE THE VINYL
CANNOT WITHSTAND THE HEAT, IT CAN CAUSE FIRE. BELOW ARE PICTURES OF
THE VINYL WRAPPED FOAM ON THE RIGHT SIDE. THE WEB FOLDER
ADDRESSES ARE CASE SENSITIVE. [HTTPS://LH4.GOOGLEUSERCONTENT.COM/-
TAJJEWYCJ6E/VUKQFQ8MJPI/AAAAAAAAAB_E/4OZ-CUBFFRI/W1157-H868-NO/
IMG_3101.JPG](https://lh4.googleusercontent.com/-TAJJEWYCJ6E/VUKQFQ8MJPI/AAAAAAAAAB_E/4OZ-CUBFFRI/W1157-H868-NO/IMG_3101.JPG) [HTTPS://LH4.GOOGLEUSERCONTENT.COM/-APZJAK01WIM/
VUKQGSDF26I/AAAAAAAAAB_Q/PQUVYQ0OOKY/W1157-H868-NO/IMG_3112.JPG](https://lh4.googleusercontent.com/-APZJAK01WIM/VUKQGSDF26I/AAAAAAAAAB_Q/PQUVYQ0OOKY/W1157-H868-NO/IMG_3112.JPG)
[HTTPS://LH6.GOOGLEUSERCONTENT.COM/-JIXPGFG4D4Q/VUKQFRDJGMI/
AAAAAAAAAB_I/H5VKEOKW2G4/W1157-H868-NO/IMG_3104.JPG](https://lh6.googleusercontent.com/-JIXPGFG4D4Q/VUKQFRDJGMI/AAAAAAAAAB_I/H5VKEOKW2G4/W1157-H868-NO/IMG_3104.JPG). *TR WEST
HENRIETTA NY Failure Date: 05/01/2015