

NHTSA Consumer Complaints as of June 10, 2019

11 11171365 2014 VOLKSWAGEN PASSAT Latch DRIVERS SIDE DOOR WONT UNLATCH. DUE TO A BAD DESIGN, THE DRIVERS SIDE DOOR WILL NOT OPEN WHEN THAT TEMPERATURE IS BELOW FREEZING. VW HAS ACKNOWLEDGED THIS AS A PROBLEM, BUT WILL NOT RECALL. THIS IS A SAFETY ISSUE SINCE THE DRIVER CANNOT EXIT THE VEHICLE IN AN EMERGENCY. I CALLED THEM BUT THEIR STAND IS THAT THE CAR IS OUT OF WARRANTY SO TOO BAD. THE CONDITION ONLY EXISTS WHEN THE TEMPERATURE IS BELOW FREEZING. THE PROBLEM IS WELL KNOW BASED ON SOCIAL MEDIA POSTS. I THINK VW SHOULD TAKE SOME RESPONSIBILITY FOR THE DESIGN FLAW. MOUNT LAUREL NJ Failure Date: 01/21/2019

11 11104646 2014 VOLKSWAGEN PASSAT Latch WOLFSBURG EDITION. IN FEB 2018 AT 40,000 MILES THE PASSENGER SEATBELT FAILED AND NEEDED TO BE REPLACED. THE REAR DOOR LATCH ALSO FAILED AND NEEDED TO BE REPLACED AT THE SAME TIME. NOW AT JUNE 29, 2018 AT 46,000 MILES THE DRIVER SIDE SEATBELT HAS FAILED AND WILL NEED TO BE REPLACED. THE AIRBAG RECALL WAS COMPLETED AT 40,000 MILES ALSO. SAFETY EQUIPMENT SHOULD BE DESIGNED TO LAST AND THESE SEATBELTS HAVE ALREADY FAILED THROUGHOUT THE CAR. MILWAUKEE WI Failure Date: 06/29/2018

11 11055014 2014 VOLKSWAGEN PASSAT Latch THE TRUNK LATCH HAS FAILED AND TRUNK WON'T OPEN. THE SEAT RELEASE MECHANISM TO ACCESS TRUNK IS ALSO INSIDE THE TRUNK. SO NO WAY TO OPEN THE TRUNK PARLIN NJ Failure Date: 11/27/2017

11 10839654 2014 VOLKSWAGEN PASSAT Latch DRIVER'S DOOR LATCH FROZE/BROKE ON 2/18/2015. COLD MORNING IN CENTRAL NYS. COULD NOT UNLOCK OR OPEN DRIVER'S DOOR FROM OUTSIDE OR INSIDE LATCHES. CALLED MY VW DEALER AND HAD CAR TOWED TO THEM FOR REPAIRS. I USE MY CAR FOR BUSINESS AND DO SUBSTANTIAL WORK IN METRO AREAS SO I CAN NOT CRAWL IN / OUT ON PASSENGER SIDE AT PARKING GARAGES. MY CAR HAS BEEN AT THE LOCAL VW DEALER SINCE FEB 18 AS PARTS ARE BACK ORDERED. TODAY I WAS TOLD THE PART WON'T BE AVAILABLE UNTIL 3/14. IF

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THE DOOR LOCK/LATCH PARTS ARE IN SUCH DEMAND TO BE BACK-ORDERED FOR A MONTH, THIS TELLS ME THE THAT THE PROBLEM IS PROLIFIC. I'M CONSIDERED OUTSIDE OF WARRANTY AS WELL AND HAVE BEEN QUOTED \$500.00 FOR REPAIR. I GUESS THAT'S BYE-BYE TO MY VW LOYALTY CREDIT I WAS HOPING TO USE FOR ROUTINE MAINTENANCE ITEMS LIKE OIL CHANGES. IN ADDITION, I HAD TO RENT A CAR AT A RATE OF \$300/WEEK SO THIS LITTLE GEM HAS GOTTEN QUITE COSTLY. MARATHON NY Failure Date: 02/18/2016

11 10884614 2014 VOLKSWAGEN PASSAT Latch IN COLD WEATHER, THE DRIVER DOOR WOULD NOT OPEN FROM OUTSIDE OR INSIDE. ALL OTHER DOORS WORKED PROPERLY. AT INITIAL SERVICE REQUEST, PROBLEM WOULD NOT DUPLICATE ONCE CAR WAS WARM. SERVICE MANAGER SAID HE'D SEEN THIS PROBLEM PREVIOUSLY. AFTER PHONE CALLS, EMAILS, AND DIAGNOSTIC SERVICE APPOINTMENT ,VW DID REPLACE THE DOOR LATCH ASSEMBLY AT NO CHARGE. RETAIL REPLACEMENT WAS QUOTED AT \$500. CONCERN IS OF UTMOST IMPORTANCE BECAUSE POTENTIAL EXISTED THAT I COULD NOT EXIT MY CAR IN AN EMERGENCY. GIRARD OH Failure Date: 02/11/2016