

**Subject:** FW: response to your request: your reference 1043010  
**Date:** Monday, October 31, 2011 8:32:23 AM  
**Attachments:** [VW complaint.docx](#)

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**Sent:** Thursday, October 27, 2011 9:36 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** response to your request: your reference 1043010

Attached is a letter that was sent to Volkswagen America in Va. After my letter and reporting the problem to you, Volkswagen still would not admit there was a problem with many of the vehicles even though every service person I spoke with at the local dealership and on the national call line explained the correct operation of the wipers and confirmed many vehicles, including mine, were not operating in the fashion they described as correct. They offered no explanation.

After much effort on my part, the National level of VW had an engineer stop by the dealership where the car was purchased and serviced, Kuhn VW in Tampa, FL. While there he confirmed the failure on other vehicles I had reported for a month, but still would not admit there was an issue with my vehicle. The asked me to bring mine in and I left it for a few hours. When I was called to pick up my vehicle, the service writer, Patrick, still would not admit there was a problem, but they fixed my issue. When I picked up the vehicle, I questioned their logic that there was no problem but they fixed it, only then did they finally admitted that there was an issue with many of the VW models with the wipers and the rain sensors and they may have to have a factory recall. It seems to me they were trying to bury it as long as possible.

My wipers are fixed, but many citizens are in danger if the other 2011 and 2012 VW's on the road are not corrected. I have little faith that they will pursue this on their own without your contact to let them know you are aware of the problem and watching them. Although they eventually fixed my problem, their reluctance to admit it on several levels, some of them at the top, and the fact that I had to vigorously pursue them to fix what should have been attended to when I first reported it to them does not create a feeling of faith that they will do the right thing.

The VW VP of "Client Experience", Mark Barnes, is listed in the attached letter that was sent to him certified mail with a return receipt. He should be aware of the situation even though he delegated contact to other subordinates to deal with me and never contacted me directly and never in writing as I had requested of him. This was the only way I could get any action for the repair.

Please follow up with VW to ensure they are pursuing the repair of all the thousands of cars they have manufactured and are on the road or their lots with this problem.

MC  
111411  
TGW

Let me know if I can be of further assistance.

Regards,

[REDACTED]  
Tampa, FL [REDACTED]

Mark Barnes  
VP Customer Experience  
Volkswagen America  
2200 Ferdinand Porsche DR.  
Herndon, VA 20171

Mr. Barnes,

September 27, 2011

I found the press release announcing your new position and felt you were the right person to contact with my problem. Congratulations on your recent appointment.

I purchased a 2011 Volkswagen CC from Kuhn in Tampa, FL earlier this year. Over the last several months I have had difficulty driving in bad weather because of the Rain Sensing Wiper system.

On the West Coast of Florida in the rainy seasons, we are subject to torrential squalls and down pours with little notice. When I set the wipers in the "low" position, they operate sufficiently as long as I am driving but when I stop at busy intersections, stop signs or for any reason the wipers shut off completely leaving no visibility through the front windshield. I remain without vision until the vehicle moves several feet into the intersection. I'm literally driving blind. This is a very scary and dangerous event to be repeated several times on a daily basis, especially when traveling with family. Can you imagine yourself trying to drive without wipers? It must be equally dangerous in snow.

My car was in for the 10,000 mile service yesterday and I brought it to the attention of the dealer. At first they thought that I was simply operating them wrong. I asked them to drive other cars on their lot and when they did they found others shut down the same way. On high speed when the vehicle stops they reduce to low speed. When set to intermittent, they maintain their timing when stopped and work fine. But when on low speed, they simply shut down when stopped until the vehicle has moved forward again.

I view this as a design flaw and a safety hazard, not only for me and the other CC drivers, but other vehicles on the road, the people in them or pedestrians on the roadway that might be impacted by our inability to see clearly.

I'm mailing this to you by certified mail with a return receipt to be sure you receive it so that you may address the issue. Also so that I have proof that I have notified your company of this problem. I am also forwarding a copy to my attorney in the event any harm or liability befalls me or others driving my vehicle or other people or property we may impact because of this issue.

Hopefully you will address this expediently. I'm guessing your first duty will be to inform your legal department to calculate how much liability this presents but it's more important to consumers that your engineers correct the problem for our safety.

Please contact me in writing with a proposed course of action. If I have not received a response with proposed plan of action within 15 days of your receipt I will also forward a copy of this letter to my State Attorney General and the National Transportation and Safety Board for their opinions.

Sincerely,

[REDACTED]

[REDACTED]

Tampa Florida, [REDACTED]