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11th February 2003
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VOLKSWAGEN

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In the past Volkswagen have been very confident about the reliability of their cars. And with some justification.

But now the Volkswagen Audi group could be in a lot of trouble. Hundreds of thousands of their cars have potential engine problems. Audis, Seats, Skodas and Volkswagens. It effects cars with the 1.8 turbo charged engine. The V5, V6 and W8 spark ignition engines.

Nicky Forster used to have a lot of faith in Volkswagen. That was until her new hi-tech, hi-spec car stopped performing. Nicky is six months pregnant and an unreliable car is the last thing she needs. She told Watchdog her car started spluttering whilst she was driving it. The garage told Nicky that the car had a problem with the coil pack and that the parts could take three to eight weeks to arrive, Nicky told Watchdog she still doesn't feel safe driving her car.

Problems with a £18,500 VW beetle are also 'bugging' Prince Hooghan, his car has already spent weeks in a workshop. He told Watchdog he is concerned that potentially his car could breakdown at any time.

Even one of Audi most talked about sports cars, the TT, is spending a lot of time in lay-bys, which doesn't please Liz Smith who paid over £27,000 for a car that she can't wait to get rid of. Liz told Watchdog "A company of their size, I'd expect them to admit blame and actually sort it out and recall the cars."

One small businessman bought six Audi TTs as company cars. Which has added up to a lot of round trips to the garage. One businessman told Watchdog he bought the Audis because they are executive cars that portray the right image. Unfortunately he has found that they have fallen far short of his expectations. Of the six cars, five have had to go to the garage for replacement parts - one car is now on its fourth coil. The driver of the sixth Audi refuses to drive it and uses a hire car instead.

It is not the first time Volkswagen have kept quiet about a major problem. Last Autumn Watchdog revealed that a range of VW car locks didn't stay locked. Then, too, it seemed the company were prepared to let their drivers find out the hard way. One mechanic told the programme during secret filming:

"I'm not going to demonstrate to you because it will horrify you." But he showed us how easy it is to break into Volkswagens anyway.

Many Volkswagen drivers have had enough. Including Prince Hooghan who just wants his Beetle back. He visited some VW dealerships undercover, in the hope of getting some answers.

Secret Filming with a customer service adviser of a local branch:

"Nicky is six months pregnant and an unreliable car is the last thing she needs."

"In car hire alone it costing £100,000 a day."

VW customer services:

"Such a small part and Volkswagen not to be able to supply that part is ridiculous ..it's sort of over a period of three to four years and they've all failed at the same time."

Watchdog:

"This probably cost Volkswagen a lot of money?"

VW customer services:

"It's unbelievable...In car hire alone it costing £100,000 a day."

With a wave of drivers demanding a recall. Volkswagen responded instead with what it called "a service campaign". Watchdog thinks there could be up to 850,000 cars which need new coils, some of them will need four, some of them more than that. It come to a grand total of three and half million coils. That's a lot of spare parts for a car manufacture to get wound up about.

VW customer services:

"If you can imagine we got like 15 to 20 cars here, every dealer in the UK has got the same amount of cars if not more then that give you quite an extent of how big the problem is."

Watchdog thinks Volkswagen needs a bit of hand, so we've place an ad in Loot.

"Due to unforeseen circumstances we urgently require the generous donation of 3.4 ignition coils for a range of VW cars. Please send your contributions to :

VW,
Yeomans Drive,
Blakelands,
Milton Keynes,
MK14 5AN."

See the [response from Volkswagen.](#)

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