



COMPANY CONTEXT / VOLKSWAGEN GROUP & BRAND

€28.352bn

Closing provision for sales obligations (mixed category)

31 Dec 2025 | €28.378bn at FY24

6,924

Complaint records
Volkswagen brand, all model years

Received 1 Jan 2022 - 16 Jun 2026

1,204

Cumulative base trajectories
Volkswagen brand

Observed by 16 Jun 2026

Financial scope: global Volkswagen Group; warranty and other sales obligations. Complaint scope: Volkswagen brand, U.S. dataset. Q1 2026: this provision is not separately disclosed. No allocation to Jetta. [1, 2]

Volkswagen Jetta 2022

Product-Risk Watch Item

MODEL YEAR 2022

KEY TAKEAWAY

The selected trajectory contains **12 complaint records** describing brake wear, drag, non-release or noise. A new rear-brake report received on **4 June 2026** follows a **373-day gap** between recorded complaints. An earlier return followed a **435-day gap**. Reviewing the narratives shows related brake concerns across these intervals, with differences that remain relevant. [2, 3]

WHY THIS DESERVES REVIEW NOW

The latest report describes rear-brake and rotor replacement below 25,000 miles to pass inspection. It provides a specific new record to compare with earlier wear and replacement reports after a long interval without a complaint in this path.

CASE KPIS / SELECTED TRAJECTORY

Severity

0 / 12

No positive outcome indicators.
This is not a safety finding.

Evidence Concentration & Distribution

12

Unique records in this path.
Model-year total: 40.

Trajectory & Persistence

435 / 373

Two longest gaps, in days.
12 distinct reporting dates.

GAPS BETWEEN CONSECUTIVE COMPLAINT DATES

435 days

20 Mar 2023 → 28 May 2024

373 days

27 May 2025 → 4 Jun 2026

No complaint dates were recorded in this path between each pair of dates. Reporting gaps do not establish that a physical condition stopped or later recurred.



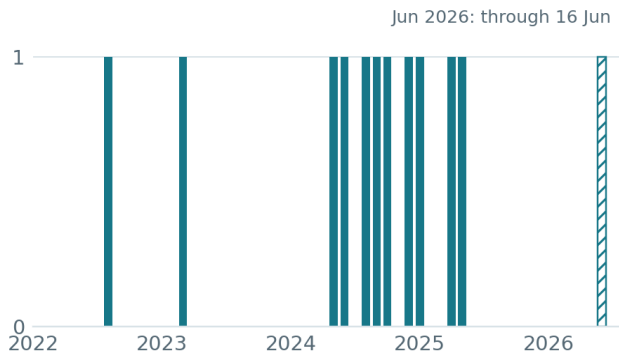
CASE EVIDENCE / VOLKSWAGEN JETTA 2022

Four views of the same trajectory

The horizontal axes show complaint receipt dates, from 2022 through 16 June 2026. The vehicle model year remains 2022. All four panels use the same 12 distinct complaint records. [2]

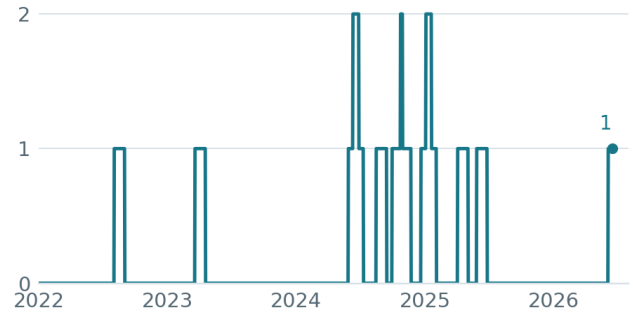
Calendar-month complaints

Unique complaint records



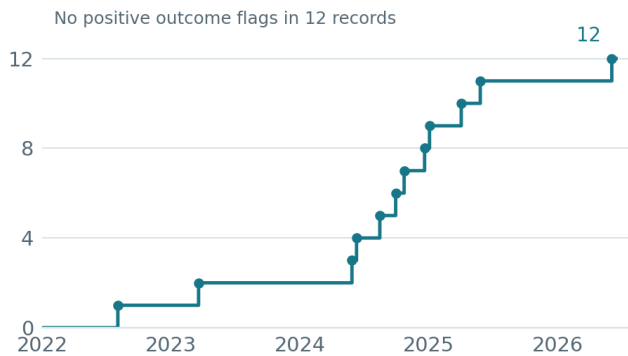
Trailing 30-day complaints

Unique complaint records



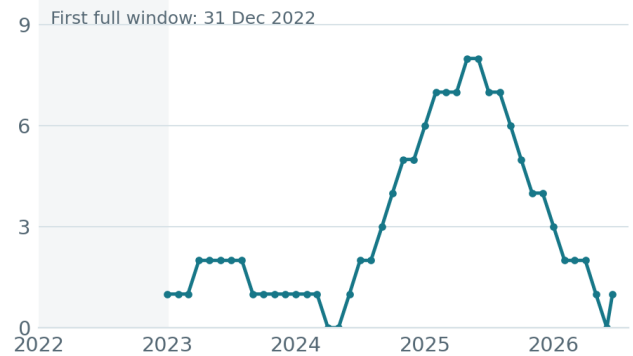
Cumulative complaints / outcome dates

Unique complaint records



Rolling 365-day complaints

Unique complaint records



DISTRIBUTION BY COMPLAINT YEAR

2022	2023	2024	2025	2026*
1	1	6	3	1

*2026 ends on 16 June. June is also partial in the monthly panel; neither is annualized.

HOW TO READ THE PATTERN

Two early records are followed by nine records during May 2024 - May 2025, then one in June 2026. The three latest non-overlapping 30-day windows contain 0, 0 and 1 record. The review question is whether the later report resembles earlier complaints; one new record alone is a small activity change.



EVIDENCE REVIEW / ALL 12 RECORDS IN THE SELECTED PATH

What returns across the reporting gaps?

ODINO is the unique complaint record number in NHTSA's **Office of Defects Investigation (ODI)** database. The table paraphrases all 12 existing source narratives. Descriptions and mileage figures remain complainant reports. [3]

Latest review object: complaint 11741996. The owner reports rear-brake and rotor replacement below 25,000 miles to pass inspection and refers to a manufacturer letter. The letter and its applicability have not been independently reviewed.

RECEIVED	COMPLAINT ID	REPORTED ISSUE
03 Aug 2022	11477372	Brakes fail to release after hill-start assist; feature dispute.
20 Mar 2023	11512817	Left-rear pad wear, dragging and eventual grinding noise.
28 May 2024	11591032	Rear brakes replaced; squealing reportedly continues.
10 Jun 2024	11593426	Rear brake sticks; early pad/rotor wear and handling concern.
15 Aug 2024	11608851	Rear pads replaced at 30,530 miles; rotor work reported.
29 Sep 2024	11617140	Brake wear at 13,400 miles; separate door complaint.
23 Oct 2024	11621423	Rear brakes drag and wear; noise reported at low mileage.
20 Dec 2024	11631862	Two rear-brake replacements; noise and other system issues.
03 Jan 2025	11633945	Brake noise and scraping after two rear-brake replacements.
03 Apr 2025	11652587	Repeated brake-pad and rotor wear after earlier replacement.
27 May 2025	11663209	Further rear-pad wear within 12,000 miles of replacement.
04 Jun 2026	11741996	Rear brakes/rotors replaced below 25,000 miles for inspection.

WHAT TO REVIEW NEXT

1. Compare inspection, mileage and service records behind the recurring wear reports.
2. Obtain the manufacturer letter mentioned in the latest record and check its applicability.
3. Check whether the December 2024 and January 2025 records are follow-up reporting.

SCOPE, DEFINITIONS & SOURCES

Evidence boundary. The hill-start-assist report differs from pad-wear reports. Some records include other systems, and record independence is not established. Reporting gaps do not establish defect absence or recurrence. No common cause, official campaign link or financial impact is established.

[1] Company financial context. Volkswagen Group 2025 Annual Report, Note 30, obligations arising from sales: €28,352m at 31 Dec 2025. Mainly warranty obligations, also discounts, bonuses and similar allowances. This is a global group balance, broader than warranty-only or recall cost.

[Volkswagen 2025 Annual Report, Note 30](#) | EUR source workbook: Annual / Evidence tabs.

[2] Complaint and KPI basis. Frozen event/membership data and All Gallery KPIs v0.1; as of 16 Jun 2026. Selected path: K80 | k080_c019 | VOLKSWAGEN | JETTA | 2022. Company path count uses K60 only. Outcome indicators cover crash, fire, injury, death, medical, police and towing.

[3] The 12 source excerpts from the frozen 166H ODINO evidence file were read and matched by ID and receipt date.