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~~Hogfield, Bob~~

2005 JAN 13 AM 1:19

From:

Sent: Thursday, December 16, 2004 2:05 PM

To: ~~ME~~ ODI

Subject: Checking on status of my complaint

Brentwood CA

Dear DOT,

I am writing because I filed a complaint on 11/04/2004 about Volkswagen refusing to provide me any type of assistance, even information, regarding a serious hazard with a 1982 Volkswagen Rabbit I own.

The vehicle cannot be driven as it stalls suddenly while running and has a very strong fuel smell. At autosafety.org I found a recall notice for 930,000 vehicles including some 1982 Volkswagen Rabbits that have a bad electrical connection in the fuse panel that causes EXACTLY the same symptoms as are happening with my Rabbit.

I have been trying to get this problem fixed for several years now, as did the prior owner. The car only ever had 3 owners and is otherwise a restorable vehicle.

Since the car can still legally be driven it seems like it is unreasonable and dangerous for Volkswagen not to, at the very least, provide an explanation of how to repair the issue cars like this were repaired for, yet Volkswagen consistently maintains that the car is too old for them to have to even provide information.

Please check on the status of my complaint and update me on why this is taking so long.

Thank you for your assistance.

Sincerely,

Jessica
1/14/05

12/16/2004