

**Jordan, Michael**

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From: [REDACTED]  
Sent: Thursday, March 31, 2005 4:23 PM  
To: Jordan, Michael  
Subject: FW: RE: head lamps from 2001 VW



head lamp 2.jpg



head lamp 3.jpg



head lamp 4.jpg



head lamps.jpg



plastic gear.jpg



Plastic gear 2.jpg



plastic gear 3 all the same ge...

This

is the e-mail's between and John Streeper ( VW area rep ). Mr Seger was the Virginia state consumer affairs rep ( not much help ). I will attach the pics of the part sent to Mr Streeper and he wrote

"I forwarded your pictures to one of our Quality Technical Mangers for review." when I asked him for information no response. If you can not open pics please let me know. Please let me know you received e-mail and pics.  
Respectfully,  
[REDACTED]

-----Original Message-----

From: Seger, Roy [mailto:Roy.Seger@fairfaxcounty.gov]  
Sent: Tuesday, March 29, 2005 4:45 PM  
To: [REDACTED]  
Subject: RE: RE: head lamps from 2001 VW

I just saw your email. I'll see what I can do for you tomorrow.

-----Original Message-----

From: [REDACTED]  
Sent: Monday, March 28, 2005 6:58 PM  
To: Seger, Roy  
Subject: FW: RE: head lamps from 2001 VW

Roy,

I tried to resolve this to the best of my ability and was not successful. It seems that we miss understood each other during the e-mails and he is now resending the assistance. I really need your assistance in this matter he was offering \$364.98 which is 50% and I requested the 50% and the 60,000 mile service on the car. Mr. Streeper thought I said 60,000 mile service instead of the 50% that is not what I was asking for. The total price of the two head lamps was \$724.00 I wanted to get the 50% and some % off the 60,000 service on the car. What they were trying to do was give me less than 50% by just doing the 60,000 service. If I was told I was going to get \$364.98(50% of \$724.00) why would I ask for less then 50%(60,000 service is almost \$300.00 Per conv with Joe Lishman 3-28 4:15pm). I need to resolve this and it looks like it took a turn for the worst. Respectfully, [REDACTED]

-----Original Message-----

From: Streeper, John [mailto:John.Streeper@vw.com]  
Sent: Monday, March 28, 2005 4:56 PM  
To: [REDACTED]  
Cc: Joe Lishman (Joe.Lishman@AlexandriaVW.com)  
Subject: RE: RE: head lamps from 2001 VW

Add to  
10111253  
my  
4/1/5

[REDACTED]

As I mentioned before, my assistance would've been limited to 50% of the repairs to the headlights. This was strictly an offer of "goodwill" and not an obligation on VWOA's part.

Since the 50% does not appear to be acceptable and is not creating "goodwill", I must retract my offer to assist with these repairs. I am sorry I was unable to meet your expectations with partial assistance.

I will copy Joe Lishman on this e-mail and thank-you for the opportunity to respond.

Regards,

John Streeper

-----Original Message-----

From: [REDACTED]  
Sent: Monday, March 28, 2005 4:31 PM  
To: 'Streeper, John'  
Subject: RE: RE: head lamps from 2001 VW

Mr. Streeper,

I miss understood the arrangement between us, I am looking for the 50% assistance(\$364.98)and cost of the 60,000 mile maintenance. Joe Lishman will be calling you. I want to resolve this issue and if the both forms were agreed on. Respectfully,  
[REDACTED]

-----Original Message-----

From: Streeper, John [mailto:John.Streeper@vw.com]  
Sent: Monday, March 28, 2005 10:05 AM  
To: [REDACTED]  
Subject: RE: RE: head lamps from 2001 VW

[REDACTED]

You will have a credit towards parts and/or labor, in the amount of 364.98. I have no influence on the pricing for maintenance at any dealer, however, Joe Lishman (Service Manager)is aware of the situation and requests you contact him to work out the details (703-684-8888).

Thanks for the opportunity to assist.

Regards,

John

-----Original Message-----

From: [REDACTED]  
Sent: Monday, March 28, 2005 9:41 AM  
To: Streeper, John  
Subject: Re: RE: head lamps from 2001 VW

Mr. Streeper,

I have not got the 60,000 mile service done yet. Yes, I am asking for the 60,000 mile service to be completed with the 50% assistance.  
Respectfully,  
[REDACTED]

>  
> From: "Streeper, John" <John.Streeper@vw.com>  
> Date: 2005/03/28 Mon AM 08:03:01 EST  
> To: [REDACTED]  
> Subject: RE: head lamps from 2001 VW  
>

> [REDACTED]  
>  
> My assistance would be limited to 50% of the headlight repairs. Are  
> you asking for the credit to be applied towards the 60K service? If  
> so, I'm sure Joe Lishman will be happy to make that happen.  
>  
> Please let me know and we'll wrap this up right away.  
>  
> Regards,  
>  
> John Streeper  
>  
> \_\_\_\_\_  
>  
> From: [REDACTED]  
> Sent: Sunday, March 27, 2005 11:01 AM  
> To: 'Streeper, John'  
> Subject: RE: head lamps from 2001 VW  
>  
>  
> Mr. Streeper,  
>     Thank you for your offer of some relief into this matter. I like  
  
> the idea of 50% assistance on the repairs of the lights (both head  
> lamps assemblies), and since I used the money I saved for the 60,000  
> mile maintenance to pay for this repair of the head lamps. I would  
> like to ask for assistance of the 60,000 mile maintenance and the  
> relief referred to in your e-mail. I would be fully satisfied in this  
  
> matter and would again be able to operate my Volkswagen safely and  
> keep it in great condition for continued future usage. I will ensure  
> you receive the vehicle maintenance work report this week. Thank you,  
> [REDACTED]  
>  
>  
>  
> -----Original Message-----  
> From: Streeper, John [mailto:John.Streeper@vw.com]  
> Sent: Monday, March 21, 2005 5:28 AM  
> To: [REDACTED]  
> Subject: RE: head lamps from 2001 VW  
>  
>  
> [REDACTED]  
>  
> Sorry for the delayed response. Not enough hours in the day...  
>  
> I forwarded your pictures to one of our Quality Technical Mangers for  
> review.  
>  
> In the mean-time, please provide me with your complete maintenance  
> documentation for the vehicle. If I am able to show you have your  
> maintenance work performed at a Volkswagen dealer, thus supporting  
> Volkswagen products, I may be able to provide some relief. The key  
> word being "some" - at this time and mileage, 100% will not be  
> possible. At the same time, I need to know if you would be satisfied  
> with 50% assistance on the repairs to your light assys.  
>  
> You can fax the documents to 703-730-5132, or scan them and include in  
  
> an e-mail.  
>  
> I will be out of the office and attending several meetings this week.  
> E-mail will be most time-effective means of communication.  
>  
> Regards,  
>

> John

>

>

>

> From: [REDACTED]

> Sent: Monday, March 07, 2005 7:45 PM

> To: John.streeper@vw.com

> Subject: head lamps from 2001 VW

>

>

> John Streeper

> Attached are the photos I am providing from my cars old head lamps  
> that failed the Virginia State Safety inspection Feb 4th. Both head  
> lamps are defective because of the small adjustment screw on the lamp  
> assembly, the lone screw can't just be replace the whole light  
> assembly must be replaced for a total cost of \$724.00. I will be  
> faxing a copy of the receipt from VW of Alexandria tomorrow morning.

>

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