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EXECUTIVE SECRETARIAT

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VIN: 3VWCT21C71M [REDACTED]

I am the original owner of a 2001 Volkswagen New Beetle. The purpose of this vehicle was to provide safe and reliable transportation for my daughter to drive during her four year college term. When I was in college in 1967, I had a bug that met the above criteria.

I would like to share with you my disgust. You should be ashamed of yourselves for putting a product of such poor quality on the road in America and shaming the reputation of the former Beetle. It has been nothing but problematic, a true piece of junk.

As I understand the lemon laws of New Jersey this car does not qualify because it is always something new breaking. In a *brand new* automobile I do not expect to have to replace the transmission- bearings- axel- whole cooling system- seat tracks and bolts- window tracks and so on and so on and so on...

Even if you compensate for the cost of repairs it's still an inconvenience to keep making arrangements with the service department and being without a car.

This months problem, the need of replacement of the cat converter and front axel are just another disgraceful representation of the poor quality of Volkswagen's product integrity and poor customer service.

Volkswagen does not want to pay for these repairs because the vehicle is 4,000 miles over your obligation to make good on this cars unremitting poor quality. Your willingness to accommodate my request to cover this repair seems very penny wise and pound foolish.

My daughter is graduating from college in May, I was interested in purchasing a "Phaeton", not only did you loose myself as a future customer but also my 22 year old daughter.

Just as a closing piece of information, every time the Volkswagen is in for service it is my Mercedes Benz that comes to the rescue. Some German cars a truly worth the investment, yours obviously is not.

Sincerely,

[REDACTED]

East Brunswick, NJ [REDACTED]

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3/9/05