

Ourisman's Honda/VW of Laurel
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2005 10/11/05 10:11:48

March 15, 2005

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Attention: [REDACTED]
Re: Recall Work - Appointment 3/12/05

Mr. [REDACTED]

I wanted to bring to your attention the poor service I received when I brought my 1999 VW Jetta In for a service appointment on Saturday March 12, 2005. I was very dissatisfied by the service work that was completed or better put not completed on my Jetta.

I had contacted a Heidi in VW Service the beginning of March (several weeks ago) to make an appointment for service on March 12, 2005. I was told originally when I had called that I could not get an appointment sooner since the first few Saturdays were booked up. I set the appointment with Heidi and I told her that I needed recall work done to install a rear wheel shield to maintain the safety of my vehicle. Heidi immediately stated no, that the recall work could not be performed on the weekend. I had spoken with you the end of February and you had assured me the work could be done then on a Sat. if a prior appointment was made. Once I mentioned your name/our call Heidi stated yes it could be done. I also wanted to have my non-working cigarette lighter checked and fixed along with a new antenna for my car installed. Heidi assured me all would be done on my appointment day and quoted me \$150.00. I was told to bring my car in and drop it off at 8 am on Saturday, which I did. Heidi asked if I would like to wait and I stated no as I was in the area and arranged a ride for drop off/pick up of my vehicle. Heidi stated she would call me by noon if there were any problems. I had not heard from her by 12:00 pm so I called at 12:30 pm and Heidi stated my car was being worked on at that time due to waiting on all the other customers that came in after me Sat. morning. That made me upset as the other customers had not made appointments as I had ahead of time and yet they took priority over my service work. Again Heidi assured me all would be ok and that she would contact me prior to 3 pm.

Heidi contacted me at 2:10 pm and left a voice message and I called her right back. She stated she was "so sorry and felt so bad" but no work had been completed on my car. I asked why she stated she had "no way of knowing" that all the rear tire shields had been used up on Friday 11th and they could not complete the recall work as they were out of stock. Heidi also proceeded to say the antenna was out of stock as well and needed to be ordered. I asked if my lighter has been fixed she said no because she needed my authorization "earlier" as the estimated service work would take 1.5 hours. I told her she

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had my car all day and when I called at 12:30 pm she told me my car "was being worked on". What was being worked on? Did I really have an appointment after all? There is no reason in my mind why at least the lighter could not have been fixed since that part was in stock. When I proceeded to say to Heidi you had/have my authorization before and now to complete that work, she stated no it could not be done because your service department was about to close at 3 pm. I could not believe it! I was so upset and disappointed. Then when I picked the car up at 3 pm she handed me an invoice to sign and I was like what for? You did nothing with my car today! Heidi stated I had to sign the invoice as she had to order another rear tire shield. I said well I owe nothing and she assured me that was the case. Why doesn't your computer system keep an inventory of parts and if I made the appointment three weeks ago asking for recall work why wasn't a tire shield held (or ordered) for my appointment day? I told her then and when I made the original appointment that I was a new customer and that I came because I had heard good things about your dealership with service. I had had quite a bit of service work completed on my car at a dealership here in Frederick recently and was not happy with how I was treated there. So I was giving you a chance to shine. What a joke! I would never bring my car back to your dealership for any work in the future. I will also tell everyone I know not to bring their vehicles Honda or VW to your place for work. You lost a good customer that would have brought your Dept. repeat business in the future.

I am also sending a copy of this letter to VW of America and Dept. of Transportation to let them know of my dissatisfaction in obtaining my recall work/service work.

Sincerely,

[REDACTED]

Frederick, MD. [REDACTED]

Ph# [REDACTED]

CC: Volkswagen of America, Inc. Attn: Recall Reimbursement Administrator, National Highway Traffic Safety Admin., US Dept. of Transportation

1999 VW-JETTA

VIN # 3VWPA81H2XM [REDACTED]