



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

120 Broadway, New York, NY 10271

ELIOT SPITZER
Attorney General

7/22/05
Add to
10121545

THOMAS G. CONWAY
Assistant Attorney General In Charge
Consumer Frauds and Protection Bureau

July 11, 2005

TO: National Highway Traffic and Safety Administration

FROM: BUREAU OF CONSUMER FRAUDS AND PROTECTION (120 BROADWAY)

RE: Our File Number 2005-483037

Consumer: [REDACTED]

Company: Koeppel Volkswagen

Please be advised that the attached correspondence is a follow-up to a complaint referred to your office on 04/22/2005. We believe it relates to the same matter.

Thank you.

~~add to~~
FD
and mail
7/26/05

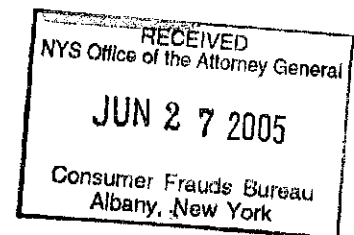
Astoria N.Y.

Tel. No.

Fax No.

June 17, 2005

VIA CERTIFIED MAIL R.R.R.
NO. 7099 3400 0013 5679 0492



State of New York, Attorney General
The Capital
Albany, N.Y. 12224-0341

Attention: Mr. Alberto A. Jiminez, Chief Corr. Research Div.
Cc: Via Fax: (518) 402-2472

Re: Account # 838318570
2004 Volks Touareg
Vin: 3VWSA69M24M

To Whom It May Concern:

I am writing to you in response and in following up to your letter of June 7, 2005. As you are well aware, I have been having problems with my Touareg, and I have gotten absolutely nowhere as far as repairing or replacing it. **However, there has been a recent development.** My vehicle was taken for service a few days ago, and when I went to pick it up, they advised me that it had been **stolen**. To make things worse, when I asked them how to proceed, in claiming the theft and getting my vehicle replaced, or getting compensated for this theft, I was told by two different people, **BOTH RUDE, AND BOTH WITH THE WORST ATTITUDE I HAVE EVER ENCOUNTERED IN AN INDIVIDUAL**, that I should report it to my insurance company and try to get reimbursed from them. They further stated "Why should Volkswagen pay? It's not their fault! It's like taking your car to a restaurant, and having it stolen from the parking lot". I would like it to go on record that the following individuals at Koeppel Volkswagen, in Woodside, are the ones who I am referring to:

MICHAEL DEPHILLIPS, Mgr. and ROBERT SULAYNANOV

Needless to say, I was **SHOCKED** with their response and the manner in which they treated me. I immediately contacted my attorney, who felt that this was absolutely ludicrous! I am further taking additional appropriate actions accordingly!

Thank you for your attention to this matter.

A large black rectangular redaction box covering the signature area. There are some handwritten scribbles above the box.

Cc: Volkswagen of America
3499 West Hamlin Road
Rochester Hills, MI 48309
Attention: Frank Witter, CEO

Rabinowitz & Galina, Esqs.
94 Willis Avenue
Mineola NY 11501
Via Fax (516) 739-8225

Lionel Scott/Koeppel Volkswagen
57-15 Northern Blvd.
Woodside NY 11377
Via Fax (718) 627-7314

Koeppel Nissan
74-15 Northern Blvd.
Jackson Heights NY 11372
Attention: Anthony Chifano, Mgr.
Certified Mail R.R.R. No. 7099 3400 0013 5679 0485