



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

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ELIOT SPITZER
Attorney General

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

May 2, 2005

10121545

Astoria, NY

Our File Number: 2005-483037
Company: Koeppel Volkswagen

Dear

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

✓cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

2005 MAY 13 AM 5:31

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5/16/05*

April 18, 2005

VIA CERTIFIED MAIL R.R.
NO. 7099 3400 0013 5679 0560

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

RECEIVED BY

APR 21 2005

CONSUMER FRAUDS
ALBANY OFFICE

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

Dear Mr. Witter:

On March 28, 2005, I sent a letter to you in reference to the several complaints I had regarding my vehicle. I spoke to Jason Koontz at Head Quarters that same day, who informed me that they have opened an actual claim file. I was further informed that someone would contact me immediately, and would arrange for the top manager at Koeppel Volks to look at my car, together with the appropriate individual from Head Quarters. As of today, no one has called me, nor sent me a letter with regard to this claim. To top it all off, now the airbags are not working.

However, more importantly, this weekend, once again, I attempted to turn on the air conditioning in the car. My daughter was with me. The moment I turned it on, the vents gave out the same burning odor, this time, stronger than ever before. My daughter became sick, to the point that she vomited in the car.

Needless to say, at this point, even though I am hesitant about getting into another Touareg, I demand that this vehicle is taken back at once, and replaced with another. I insist that someone with authority contact me immediately at _____ to arrange for this to happen.

4 / Cc: / Rabinowitz & Galina, Esqs.
94 Willis Avenue
Mineola NY 11501

State of New York
Attorney General
The Capital, Albany, N.Y. 12224-0341
Via Fax: (518) 402-2472 & Certified Mail

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

RECEIVED BY
CONSUMER FRAUDS BUREAU

APR 28 2005

THE ATTORNEY GENERAL'S OFFICE
NEW YORK CITY OFFICE

March 28, 2005

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

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

Dear Mr. Witter:

Following my conversation with a Volkswagen representative, I send you this letter regarding my vehicle.

I have been leasing the referenced vehicle for 10 months, and I have had nothing but problems and recalls.

If you check the service records, you will notice that the vehicle has been serviced at least 6 times since the time of lease.

Firstly, there is a burning odor coming from the vents. The odor is so incredibly bad, that I am beginning to have problems with my health. I cannot breathe freely. This odor begins any time I start the car and/or put the defrost or heat on. Every time I have brought it over to Koeppel Volkswagen, they say that there is nothing wrong.

I am sick and tired of this whole situation, and if someone does not exchange my vehicle immediately, I will contact my lawyer at once.

I can be contacted at

Please be guided accordingly.

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