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2005 MAY 19 AM 4: 5

[REDACTED]
MIDDLE VILLAGE, NY [REDACTED]
MAY 02, 2005.
[REDACTED]

TO WHOMIT MAY CONCERN :

About the recalling service not very satisfy , because the dear fixed the recall part , and broken other part beside .
I had complain to them . They can't give me good reason . Apology only, that is not enough, right ?

So I need your help . Otherwise for next "RECALL SERVICE" I never go back to dealer .
Best you give the answer by mail or E-mail . Thank you !!!

VERY TRULY YOURS,

[REDACTED]

Edin
5/29/05

[REDACTED]
middle village, NY
April 18, 2006
[REDACTED]

VOLKSWAGEN of AMERICA, Inc.
Attn: Customer Care Hills East (WA)
3499 West Hamlin Rd.
Rochester Hills, MI 48309.

*RE: WWWGC21J3YW [REDACTED]
00/VOLKSWAGEN/GOLF4DR

TO WHOM IT MAY CONCERN :

This morning I send my car to Koeppel Volkswagen, Inc. located at 32-51, 57th street, Woodside, NY 11377. Service for recall about to fix Emergency Flasher. At beginning around that part, everything is normal. After fixing is worse than before, because under " HAZARD BUTTON " the part call " CUP HOLDER " never push back to normal. That part must always swivel the holder out. I had complaint to Advisor about that case. He said that, that the mechanic never touch that part and same as before is broken. That means I am lie. Why not the mechanic fix ? I told to him, I want see your service Manager. He said that, you must wait he is busy. I said: how long. He said, at least 1 hr. That is impossible, so I straight walk to the Service Manager talk to reception lady. I want see your manager immediately. May be he called back the mechanic to solve the problem. The answer from advisor gave to me, I must pay \$85.- for the part. I said " no " and " never ". I will call somebody. The advisor said that, " go a head ".

Therefore, to solve the problem, I would appreciate your mechanic experience is very important. This part no charge, charge to other part. That is impossible. even that is free. I need to waste my time.

Enclosed are copies. I am looking forward to your reply and how to resolution of my problem as soon as possible. Another things about the service men always carry keys out side their pants, cars body side scratch also from people's careless. That is very important too.

Very truly yours,

[REDACTED]
MIDDLE VILLAGE , NY [REDACTED]
MAY 02, 2006.
[REDACTED]

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I had complain to them .They can't give me good reason .Apology only, that is not enough, right ?
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VERY TRULY YOURS,

[REDACTED]

04/18/05

[REDACTED]
MIDDLE VILLAGE, NY [REDACTED]

Dear [REDACTED]

Thanks again for the opportunity to be of service!

We understand the value of our customers and appreciate that you chose us for your automotive needs. We hope that in the future we can be of service again.

Our goal at Koepfel VW is to make every customer "COMPLETELY SATISFIED", and we sincerely hope all your concerns were met.

If for any reason you are not "COMPLETELY SATISFIED", contact our service department so that we can make every effort to resolve your concern.

Sincerely,

Lionel Scott
Service Manager

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**