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Arlington, VA  
July 8, 2004

10131287

Administrator  
National Highway Traffic Safety Administration  
US Department of Transportation  
400 Seventh Street SW  
Washington, DC 20590

Dear Sir or Madam:

I write to file a formal complaint against Volkswagen of America, Inc. I own a 2002 New Beetle with 31,901 miles. This vehicle was purchased new on September 24, 2002, with a four-year, 50,000-mile bumper-to-bumper warranty.

The electric fan on this vehicle failed, resulting in \$566.99 worth of damage. The car was repaired by Fairfax Volkswagen, of 11050 Main Street, Fairfax, VA 22030. This authorized Volkswagen service center claimed that this fan was "damaged looks as if hit by something."

The fan in question is protected on all sides by steel and aluminum. The front is behind a grill. The bottom is protected by a steel plate. The fenders cover the sides, while the back of the fan faces the engine block. The only way to access this fan is to remove the entire front end of the car.

Yet, Volkswagen claims that I hit my own fan and destroyed it. When asked, the service employee admitted that he could think of no possible way that this fan could be broken while driving.

Volkswagen has violated its warranty contract with me. I wish to file a formal complaint against this firm, and I request that your agency investigate any other predatory consumer practices by of America, Inc.

Thank you for your time and help.

Sincerely,



RECEIVED  
NHTSA  
ADM.

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EXECUTIVE SECRETARIAT

*Manni*  
7/29/05

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).