

10137726

POLAND

EXECUTIVE SECRETARIAT

TELEPHONE:

2005 SEP -8 A 11:47

OR Cell

OWNER OF VOLKSWAGEN GOLF 1999

VIN WVW BC 3177XW

AMERICAN REGISTRATION NR 9CJ 1305

POLISH REGISTRATION NR 9LE U 456

August 25, 2005

VOLKSWAGEN OF AMERICA, INC.

3800 HAMLIN ROAD

AUBURN HILLS, MI 48326

2005 SEP -9 M 5:17

RE: SAFETY RECALL UU

I RECEIVED YOUR SAFETY RECALL NOTE ABOUT A DEFECT FUEL SUPPLY MODULE, WHICH RELATES TO MOTOR VEHICLE SAFETY IN SOME VOLKSWAGEN CARS 1999-2000. I UNDERSTAND THAT MY CAR IS ONE OF THESE VEHICLES.

THE PROBLEM IS THAT IN MAY 2005 I MOVED PERMANENTLY FROM UNITED STATES TO POLAND AND I TOOK MY CAR WITH ME BECAUSE OF LOW MILEAGE (20000), AUTOMATIC GOOD CONDITION AND GOOD BODY.

TRANSPORT FROM U.S. TO POLAND BY OCEAN (SOLT AND MOISTURE) HAD ALREADY NEGATIVE AFFECT ON SOME PARTS OF MY CAR. I REPAIR SOME OF THOSE.

WAC
9/15/05

I ALSO SMELLED FUEL COUPLE TIMES IN MY CAR.
AND I WAS THINKING TO CHECK THAT.

I CONTACT NEAREST AUTHORIZED VOLKSWAGEN
DEALER IN LUBIN, THEY DO NOT KNOW MUCH ABOUT
AUTOMATIC AMERICAN MADE CARS BUT THEY CONTACT
AUTHORIZED VOLKSWAGEN IMPORT DEALER IN POZNAN,
NEXT, THEY CONTACT VOLKSWAGEN IN WOLFSBURG,
GERMANY. LOOKS TO ME, THAT NOBODY KNOWS ABOUT
RECALL, NOBODY KNOWS HOW TO FIXES AND NOBODY
CARE.

IN THIS SITUATION I CALL (AUGUST 23) TO NEW MOTORS
-ERIE, PA WHERE I PURCHASE MY CAR, I TALK TO MR JERRICK
ULMER, HE DO NOT KNOW WHAT TO DO OR HOW TO
HELP ME, HE ONLY SUGGEST TO CALL VOLKSWAGEN
OF AMERICA AND TALK TO A LADY BY NAME CINDY AT
(248) 754-3428. I DID TWICE, LEAVED A MESSAGE
ON HER MACHINE SHE NEVER CALL ME BACK.

CALLING U.S FROM POLAND I CAN'T USE THE FREE
NUMBER, I HAVE TO PAY FOR EVERY TELEPHONE A LOT.

TODAY IS AUGUST 24TH, FINALLY AFTER 3 WEEKS
OF CALLING AND SEARCHING I RECEIVED A MESSAGE
FROM VOLKSWAGEN IMPORT - POZNAN FROM MR DYBZA
THAT TO INSPECT AND PASSABLE REPLACE FUEL SUPPLY
MODULE IN MY CAR THEY NEED INFORMATION:

1. NUMBER OF ACTION SERVICE (RECALL)
2. NUMBER OF CATALOG PARTS NEEDED
TO DO THE JOB.
3. INSTRUCTION, HOW TO DO THE JOB TO CORRECT

THE PROBLEMS IN DETAILS.

PLEASE TAKE MY SITUATION AND MY PROBLEMS
SERIOUSLY. AND CONTACT:

AUTHORIZED VOLKSWAGEN DEALER

"KULCZYK TRADEx" IMPORT VOLKSWAGEN
POZNAN

TELEPHONE: 011-48-061-650-5300

FAX: 011-48-061-650-5309

MR. ANDRZEJ DYBZA

E-mail Dybzaa@kulczyktradex.com.PL

OR

AUTHORIZED VOLKSWAGEN DEALER

PL 59-301 LUBIN

STR. M. SKŁODOWSKIEJ - CURIE 97 d

TELEPHONE: 011-48-7617460638

FAX: 011-48-7617460606

MR STANISŁAW BORKOWSKI

MY ADDRESS:

[REDACTED]

[REDACTED]

[REDACTED]

POLAND

TELEPHONE:

[REDACTED]

OR cell:

[REDACTED]

TO SPEED UP, WILL BE THE BEST TO FAX

ALL INFORMATION TO POZNAN OR

CONTACT MR DYBZA ON INTERNET.

I APOLOGIZE FOR MY POLISH STYLE AND SPELLING.

I AM SURE THAT YOU ARE EDUCATED PEOPLE
SHOULD AND CAN UNDERSTAND THIS LETTER.
THANK YOU.

SINCERELY,

[REDACTED]

C/C

1. CUSTOMER CARE CENTER - HILLS EAST (UU)
3499 WEST HAMLIN RD
ROCHESTER HILLS, MI 48309

2. ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
400 SEVENTH STREET, SW
WASHINGTON, DC 20590