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October 4, 2005

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EXECUTIVE SECRETARIAT

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MINISTRE DU TRANSPORT  
TRANSPORTATION

Volkswagen of America, Inc.  
ATTN: Customer CARE Center - Hills East (UU)  
3499 West Hamlin Road  
Rochester Hills, MI 48309

Dear Sirs:

Please find enclosed receipts for work performed on my 2000 VW Golf. My warranty package included 10 years or 100,000 miles when it was bought. Various things have gone wrong that the dealership in Augusta, GA said it would not replace free of charge although it's clear that the work performed was necessary and should not have been given the vehicle's mileage.

The receipts for work are as follows:

October 13, 2004 - Remove and replace both front axle shafts due to CV joint failure \$516.22 total cost. Mileage as noted was 52,028 and

January 13, 2005 - The right front caliper froze and so, install both front calipers because the car does have ABS and the calipers are pressurized. The total cost for both calipers with labor was \$346.90. The mileage on the car at this time was 52,541. In addition because of the caliper problem, I had to have the rotors turned and brakes replaced and

noted on the same receipt

January 13, 2005 - A faulty power steering hose had to be replaced due to leakage located near the rear of the hose (located near the rear of the car exhaust). Total cost for the hose and labor was \$318.50. The mileage on this date was 52,541.

June 23, 2005 - A front wheel bearing had to be replaced at the cost of \$246.59 because it was faulty. The mileage at this time was 55,422.

The total cost of repair thus far has been \$1,428.21 and my car only had 55,422 miles on it at the time. It is well taken care of and maintained and I would truly appreciate reimbursement on these items as declared valid in warranty. There is no reason why any of this work should have to have been done on a car with this minimal mileage and only five years old.

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PLEASE NOTE; The VW Golf is now registered in my name, Andrea L. Traugott, due to separation/divorce and this information may be found by entering the VIN number in the state of South Carolina. My address has changed as well. Also, I am forwarding a copy of this letter to the National Highway Traffic Safety Administration and the Department of Consumer Affairs in South Carolina. The only reason I am doing so is that VW has denied reimbursement in the past for work done when the car's front seat had a piece of metal that was "molded" break and the car only had 36,600 miles on it. The Volkswagen Dealership would not pay or reimburse for repair even on what they called a "goodwill measure" because the car had over 35,000 miles on it.

It is only fair and reasonable to expect Volkswagen and/or any auto manufacturer to support its products and product warranty obligations. I thank you for your time and look forward to receiving my reimbursement. Feel free to call me at 803-439-9615 with any questions.

Sincerely,

[REDACTED]  
[REDACTED]  
Aiken, SC [REDACTED]

Cc: National Highway Traffic Safety Administration  
South Carolina Department of Consumer Affairs