



RICHARD J. CODEY
Acting Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service & Intake Center
124 Halsey Street, 3rd Floor, Newark, NJ 07102

2015 NOV 15 AM 11:18



PETER C. HARVEY
Attorney General

KIMBERLY S. FICKETTS
Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

October 31, 2005

10143224

Oradell, NJ

Re: Potamkin Volkswagen, Inc
File No.: [REDACTED]

Dear Sir/Madam:

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety Administration
400 7th Street, SW Room 5232
Washington, DC 20590
(888) 324-4236

All future correspondence, including inquiries and copies of additional documents should be addressed to them.

Sincerely,

Patricia D. Pate

Patricia D. Pate
Supervisor
Consumer Service Center

PDP:aro
CSC11B.frm

Maria
11/16/05

[REDACTED]
Oradell, New Jersey [REDACTED]

October 4, 2005

Mr. Frank Witter, CEO
Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

Dear Mr. Witter:

On March 23, 2003, I proudly purchased a Volkswagen Passat VIN number WVWRH63B13E [REDACTED] from [REDACTED] [REDACTED] reference. [REDACTED] I have faithfully taken the car to the dealership for scheduled maintenance and have taken excellent care of the vehicle including using only premium gasoline from one of three companies: BP, Mobil or Exxon as recommended by the staff at Potamkin. However, in the short time I have had the car I now find myself writing a second letter of complaint. In the past, the Malfunction Indicator Lamp lit up on several occasions and it took two visits to identify the problem related to the fuel injection system and have the dealer apparently correct it. Since then, on at least 4 more occasions the MIL has come on, but has reset after 4 - 6 days so that by the time I got to the dealer on the next available appointment it was self corrected, and they suggested I cancel the appointment.

This morning, I got in my car and drove approximately four blocks when suddenly the car simply died in the middle of the road. A very nice young man helped me to push the car out of traffic and I called Volkswagen Road Side Assistance. After waiting more than 1 1/4 hours, the car was towed to the nearest VW dealer - F&S Motors, Inc. at 3743 Boston Road, Bronx, New York. The service person just called me to state that my car needs a new fuel pump - the pump was faulty - which was the cause of my problem this morning and the repair will be covered under the warranty.

I hate to think what would have happened to me if I was on a highway driving at a usual rate of speed and this occurred. One minute my car is fine, and within seconds, I have no control or power. This is a safety hazard and has undermined my confidence in the vehicle I drive every day. Many people have admired my car and asked me how I like it. I have given a good recommendation to them. Now, I know I will never recommend this car to anyone and will do everything to warn people away from the Volkswagen product line, based on my experience.

While it is nice that the car is still under warranty, it is not comforting to know I am driving an unsafe vehicle and I shudder to think what may happen next. In my first complaint letter, I asked that VW America consider trading my current car for a new one. What I got was a voucher to be applied towards my next service visit. I ask again that you give serious thought to my request – which of course is based on the assumption that you have faith in your product and think my experience is an aberration – as a measure of good faith and confidence in your automobile and your desire to stand behind your product.

I look forward to a response.

Sincerely,



cc: Consumer Reports, 101 Truman Avenue, Yonkers, New York 10703
Better Business Bureau – New York State -
Mr. Elliot Spitzer, Attorney General, New York State, 120 Broadway, NYC
Potomkin Volkswagen – 706 11th Avenue, NYC
New Jersey Division of Consumer Affairs, PO Box 45027, Newark, NJ
Mr. Adrian Michael Hallmark, EVP, Sales and Marketing
Mr. Eric Johnston, Executive Director, Operations and Logistics
VW Customer Care Center

2003 Passat GLX Sedan

Exterior: Fresco Green Metallic Exterior

Interior: Beige Interior

MSRP: \$28,700

STANDARD FEATURES

PERFORMANCE/HANDLING

- 190 hp, 2.8L V6, 30 valve engine
- Front wheel drive
- Anti-slip regulation (ASR)
- Electronic differential lock (EDL)
- Front 4-link suspension for minimized torque steering
- Power rack and pinion steering
- All season tires

SAFETY/DURABILITY

- Front and side impact airbag supplemental restraints for driver and front passenger
- Side Curtain Protection (TM) impact airbag supplemental restraints for driver, front and rear passengers
- Front bumper integrated fog lamps
- Height adjustable front safety belts
- Child safety rear door locks
- Lower Anchors and Tethers for Children (LATCH)
- Anti-intrusion side impact beams
- Anti-lock braking system (ABS)
- Immobilizer theft-deterrent system

COMFORT/CONVENIENCE

- Electronic climate control (Climatronic)
- Cruise control
- Folding key with remote keyless entry
- Power windows with pinch protection
- Power/heatable outside mirrors (power flush folding)
- Self-dimming interior rearview mirror
- Height adjustable, telescoping steering wheel
- Multi-function trip computer
- Front and rear carpeted floor mats
- Leather seating surfaces with height adjustable head restraints and adjustable lumbar support for driver and front passenger seats
- Split folding rear seat
- 8-way driver and front passenger power seats
- Heated windshield washer nozzles
- Manual rear sunshade
- Homelink (R)
- Leather wrapped multi-function steering wheel
- Genuine wood interior trim

SPECIAL FEATURES AT NO CHARGE

- Anti-theft alarm system for vehicle and radio
- 16" alloy wheels
- Power glass sunroof with tilt, slide and preselect
- In-dash single CD/cassette player
- Monsoon (R) Sound System
- Heatable driver and front passenger seats
- Rain sensor, automatic wiper speed control

WARRANTY INFORMATION

- Volkswagen New Vehicle Limited Warranty
- 4 years/50,000 miles (whichever occurs first)
- Powertrain Limited Warranty
- 5 years/50,000 miles (whichever occurs first)
- Limited Warranty against Corrosion Perforation
- 12 years/unlimited mileage

ROADSIDE ASSISTANCE

- 4 years/50,000 miles (whichever occurs first)
 - Provided by a third party supplier
- Please ask your dealer for a copy of the Volkswagen warranty booklet for details.

PACKAGES/OPTIONS

Fresco Green Metallic Exterior
Beige Interior
6 Speed Automatic Transmission, Tiptronic(R)

Destination Charge

Who better to get you into a Volkswagen than us?



Volkswagen

Total Price: \$30,400
Fuel, license, title fees, taxes and dealer accessories are not included.

low roof - for life there are passengers and there are drivers.

Drivers wanted!



1.00

PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:

U.S./CANADIAN

PARTS CONTENT: 1%

MAJOR SOURCES OF FOREIGN

PARTS CONTENT:

GERMANY: 75%

NOTE: PARTS CONTENT DOES NOT
INCLUDE FINAL ASSEMBLY, DISTRIBUTION
OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:

FINAL ASSEMBLY POINT:

EMDEN, GERMANY

COUNTRY OF ORIGIN:

ENGINE: GERMANY

TRANSMISSION: GERMANY

Volkswagen of America, Inc.

SOLD TO: 408127

POTAMKIN VOLKSWAGEN, INC.

30 WEST END AVE (CORNER AT

81ST)

NEW YORK, NY 10023

SHIP TO: 408127

POTAMKIN VOLKSWAGEN, INC.

30 WEST END AVE (CORNER AT

81ST)

NEW YORK, NY 10023

VIN: WVWRH83B13E305387

Part of cargo (ALL INFORMATION)

Transportation Method: TRUCKED

large
charge
75.00

Updated Service Information - Now you can get useful bulletins and easy-to-read summaries to service your car better and help avoid costly repairs. These are the same bulletins we send your dealer. See your dealer's Index of product circulars for details.

Compare this vehicle to others in the **FREE FUEL ECONOMY GUIDE** available at the dealer

CITY MPG

19



HIGHWAY MPG

27

Actual Mileage will vary with options,
driving conditions, driving habits and
vehicle's condition. Results reported
to EPA indicate that the majority of
vehicles with these estimates will
achieve between

18 and 22 mpg in the city
and between
22 and 32 mpg on the
highway

2003 Passat
168 CID Engine
6 Cylinder, Fuel Injection
5-Speed Automatic Transmission
Catalyst Equipped

Estimated Annual Fuel Cost:

\$1,126.00

For Comparison Shopping,
all vehicles classified as
Mid-Size Cars
have been issued
mileage ratings
ranging from

10 and 29 mpg city
and
14 and 36 mpg
highway

5.00

1.00
total

www.fueleconomy.gov

**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).**