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Rob McKenna

ATTORNEY GENERAL OF WASHINGTON

P.O. Box 2317 (1019 Pacific Ave-3rd Fl) • Tacoma WA 98401-2317

March 20, 2006

VOLKSWAGON OF AMERICA, INC
3800 HAMLIN RD
AUBURN HILLS, MI 48326

Re: [REDACTED]
File #TAC -248808

2006 MAR 29 PM 12:21

Dear VOLKSWAGON OF AMERICA, INC:

This office has received the enclosed complaint from [REDACTED] regarding your firm.

May we please have your reply so that we may determine how to proceed in this matter.

We request your response within 14 business days. If you are unable to provide your response during that timeframe, please contact this office to make alternate arrangements; please address it to me and reference our file number TAC -248808.

Bogdan Svintozelsky
Complaint Analyst
Consumer Protection Division
(253) 593-2904

Enclosure(s)

cc:
National Highway Traffic Safety Commission
400 7th St SW
Washington, DC 20590

NAR
608
3/29/06

248808

L Motor Vehicle **L**
LEMON LAW
RCW 19.118

Rob McKenna, Attorney General of Washington

March 2, 2006

[Redacted]

Shelton WA [Redacted]

COPY

Re: Lemon Law (ID 10007221)

Dear [Redacted]

This office has received the copy of your letter regarding your 2003 VW Passat. Since you bought your vehicle in May of 2003 you are ineligible to file for Lemon Law. In order to be eligible for Lemon Law you must file within 30 months of the original delivery date and the first repair attempt must happen within 2 years and 24,000 miles.

I am forwarding your complaint to the Tacoma Consumer Protection Division's Consumer Resource Center. You will receive additional information from them shortly. You may reach the Consumer Resource Centers for further information at 1.800.541.4636 from 9:00am to 4:00pm Monday - Friday.

If this office can be of further assistance or answer any questions please contact us again by mail, e-mail at lemon@atg.wa.gov or 1.800.541.8898.

Sincerely,

15/

Wency V. Offril
Customer Services Specialist

cc: Consumer Resource Center, Consumer Protection Division

RECEIVED

MAR 06 2006

OFFICE OF ATTORNEY GENERAL
CUSTOMER SERVICES UNIT

Lemon Law Administration
Attorney General's Office
900 Fourth Avenue, Suite 2000

1000722/

Shelton, WA

1 March 2006

Lemon Law Administration
Attorney General's Office
900 - 4th Ave., Suite 2000
Seattle, WA 98164-1012

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MAR -2 2006

ATTORNEY GENERAL'S OFFICE
LEMON LAW

To whom it may concern:

My wife and I bought a 2003 VW Passat station wagon in May of 2003 as a brand new vehicle. We started having problems with the way the vehicle ran about 6 months after purchasing the vehicle. We took the vehicle into the shop and where told that there was a lot of carbon build-up on the injectors of the fuel system. We where asked if what type of fuel we where using. Per the instruction manual we are suppose to use a premium fuel and that is what we have done, we use only tier 1 premium fuel. We were told that the vehicle needed an injector cleaning and that it would be covered by the warranty. We had the cleaning done. We picked up the vehicle and the fix lasted a few months.

We again started to have the same problem and took it back into the shop. We where told that bad fuel in the area was causing the problem. The dealership told us to use a different fuel station and they put a bottle of conditioner in the fuel. We were told the problem would clear up

The problems continued. We took the vehicle back again. The vehicle check engine light had come on and the vehicle was running rough. We where told that the fuel system needed cleaning. We were also told to use a fuel additive every other tank. I could not understand why I would have to use a fuel additive every other tank on top of the premium fuel, but I did. I felt that the information of having to use the additive on such a regular basis should have been on the window of the vehicle when I purchased it, like the premium fuel notice, but it wasn't on the window. We did not have the fuel system cleaned at that point because the dealer wanted to charge us for it. We felt the engine shouldn't be having problems and also that we shouldn't have to pay for them because we were doing what we were told to for the engine, the vehicle was under warranty and VW should deal with the problem.

At this point we contacted VW USA in order to resolve the engine problem. We got a case number and the Dick Hanna VW service department was given authorization to clean the throttle body and to replace the suction jet valve. We were told the dealership would call us when the part came in and to do the throttle body cleaning. Two months went by and no one called us. We finally called them and where told that a decision was made not to install the part.

We called VW USA again and they gave us another case number. VW USA contacted the dealer and arranged for the vehicle to be fixed. We arrived at the dealer on the

morning of the service. We dropped the vehicle off expecting the vehicle to be fixed. We picked up the vehicle and the vehicle was not fixed. We were told that the throttle body would not be cleaned. We also now needed the fuel injection system fixed again. All these problems and we used premium tier one fuel as told and their fuel additive as directed.

I called VW USA and told them I want them to buy this vehicle back since it was not performing as it should and it is a lemon. During the visits to the service department I witnessed other customers with the same frustrations and issues. This tells me that there must be a design flaw. I have owned many vehicles and have never had any problems like this with any vehicle. Also while these issues were occurring we had no problems with any vehicle we owned, or that anyone we knew owned.

In the mean time we knew that we would not get a resolution to our problematic vehicle from VW USA. They had not held up to their previous promises. We traded the Passat in and bought a Honda as a replacement. Unfortunately people from the dealership that I know told me had they know I was going to buy a VW they would have told me to purchase a different vehicle. This is coming from people at the dealership. Due to the trade in value of this vehicle we lost a lot of money. We paid approximately \$29,000.00 for the VW Passat. We only had \$2400.00 to pay off on the vehicle. We only received \$12700.00 as a trade in value for the Passat. We felt we were forced into purchasing a new vehicle in order to get rid of the burden of the poorly engineered Passat. We had to put money into the new Passat as if it were an old vehicle, just to keep it running. This should not have been.

We got a call from VW USA with a response to our situation. The response was that VW USA would honor our warranty claims in the future but that is as much as they were willing to do. The injection system issues are not considered a warranty item, so we were on our own to fix these problems.

There were other problems with the vehicle as well. The plate underneath the vehicle regularly kept coming loose, under normal driving circumstances. There were also rattles and squeaks. Most they were unable to fix. There were recalls on the seat heaters. Those were fortunately fixed, but not recalled at the same time causing us to go to the dealership on two separate occasions.

The vehicle only had 27,600 miles when traded in. It performed as if it had more miles. VW did very little other than state the problems would be fixed and then they would not fix them. Because of their failure to live up to what the product was suppose to be and their word of fixing it we had a lemon. We could not continue to go to the dealership and have nothing done while the vehicle continued to deteriorate and lose value. Because of Volkswagen we lost money. We feel we should be compensated. We can be reached at the above numbers or by e-mail at rolegp63@msn.com.

Sincerely,

