

June 5, 2006

[REDACTED]
Armonk, NY [REDACTED]

Volkswagen of America
 Attn: Campaign Reimbursement - 3F03
 3800 Hamlin Road
 Auburn Hills, MI 48326

To whom it may concern:

Attached please find claim form and receipts for fuel pump repair.

As a 15 year driver of VW's I have found my experience with my 2003 VW Passat to be the worst car experience I have had. In 1990 I purchased my first VW - 1987 Golf - which I have problem free for 5 years.

I have purchased 2 new Passat's from Potamkin VW in NYC over the last 6 years. The 2001 was problem free. My 2003 has had ongoing troubles for which the service at Potamkin has been poor as well.

When I broke down with the fuel pump problem in January 2006 at 6:30 am on my way to work - I was told that this was not a covered part given my vehicle had over 50,000. Actual mileage was 51,858 and the dealership told me there was nothing they could do and the cost would have been greater than the local garage I used.

I am requested reimbursement for tow service as well as fuel pump replacement given VW roadside assistance could not get to me - I did call but the wait was 4-5 hours.

Total bill included is:

Tow service	\$150.00
Fuel Pump	\$150.00
Labor	\$335.00
Total cost	\$686.75

I probably will not purchase another VW but this reimbursement will go a long way to help me feel like my old VW experience.

I can be reached at [REDACTED] for any questions.

Sincerely,

[REDACTED]

Cc: Potamkin VW
 National Highway Traffic Safety Admin. ✓

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ACT (FOIA), 5 U.S.C. 552(b)(6).