

[REDACTED]
Emerson, NJ [REDACTED]
Tel. & FAX [REDACTED]

JUL 11 PM 12:14

June 15, 2006

National Highway Traffic
Safety Administration
400 7th Street SW
Room 5116
Washington, DC 20590

Att: To Whom It May (Should?) Concern

Dear Madam/Sir:

Last year, while on an extended road trip through the USA, I encountered mechanical problems on the Ohio Turnpike on my 1991 Jetta (out of warranty) and was towed to the nearest VW dealer in Sandusky, OH. The Sandusky dealer repaired the vehicle (replacement of the generator and belt) for which he charged about \$ 800.00. I left his premises and proceeded to drive the remaining roughly 700 miles home to Emerson, NJ.

Just about 4 miles short of reaching my NJ home, the car failed again, encountering the identical mechanical problems that we had repaired in Sandusky. We contacted the Sandusky dealer, advising him of what had happened. He suggested that we bring the car back to him. Since we could not drive the car without the electrical supply, we said that we would have to have it trucked to him at his expense. This he refused.

We elected to have the vehicle repaired in a reliable local independent shop that daily repairs vehicles for three local VW dealers at substantially lower cost than a dealer would charge. The repair was carried out at a cost of \$ 472.86. (Since this renewed repair was carried out, we have driven more than 15,000 miles without any problems.)

We contacted the VW dealer in Sandusky, OH asking him for a reimbursement of the \$ 472.86. This he refused. Therefore, we contacted the Attorney General of the State of Ohio asking his office for his help to obtain the reimbursement of the cost. Unfortunately, the Attorney General did not succeed in getting the VW dealer in Sandusky to adhere to our request.

We next contacted the Executive Offices of Volkswagen of America in Rochester, MI, advising it of our problem. This letter resulted in a phone call from the Executive Offices

Maria
7/2/06

Page 2 of letter addressed to National Highway Traffic
Safety Administration,
Washington, DC, dated June 15, 2006

of Volkswagen of America, advising the undersigned, that Volkswagen does not vouch for the performance and quality of its dealer's workmanship. When I asked if this policy also applies to repairs relating to warranty work and recalls of newly purchased vehicles, the above office confirmed that that is indeed so. When I insisted on finding out what alternative the car owner then has under this policy, I was told that he then must go to another VW dealer who may be competent to comply ... and if this dealer is equally incompetent, what then. The reply was, to go to the next and next ..., until the problem is fixed.

Therefore, I elected to contact your good offices directly to ascertain your position if US car manufacturers and importers of foreign-made vehicles shrug their shoulders when sloppy or incompetent workmanship, even under recall or warranty conditions, are carried out. Is your office aware of this policy and under these circumstances, how does your office enforce its mandate to assure safe vehicles on US roads?

Your comments are greatly appreciated. Thank you.

Sincerely,

[Redacted Signature]

[Redacted Address]

RECEIVED
JUN 10 P 2 33
07/02/06