

[REDACTED]
[REDACTED]
Englewood, FL [REDACTED]
[REDACTED]

NVS 200

CL 10182615-6158

January 22, 2007

Regarding: Charlotte Honda-VW
1252 Tamiami Trail
Pt. Charlotte, FL 33953

To Whom It May Concern:

I have attached a copy of a fax sent to the dealership in Port Charlotte, Florida. I purchased my 2000 Beetle from this dealership.

Regarding the fax - As of the above date, I have still not received a return phone call from anyone and feel I must follow up.

I have tried other times to make appointments and get voice mail. I don't know how it is possible to make an appointment with a machine so it ends up taking a very long time and numerous tries before a person actually is able to help. I am not at liberty to spend this much time just trying to get an appointment. I have an elderly mom with cancer that is my "time" priority.

In this case and with caller ID available, I feel most certain when I tried to tell them I needed to actually talk to a person and after a number of phones calls attempting to do this, when they saw my number the switchboard did not even answer.

I am at a loss and need to get this Safety Recall N4 taken care of. I would appreciate advice.

I am sending copies of everything to the Charlotte Honda-VW dealership, Volkswagen of America, Inc. and The administrator of the National Highway Traffic Safety Administration in Washington.

Thank you,

[REDACTED]
[REDACTED]
3 enclosures

mc
2/7/07
cc

To: HONDA-VW

Fax #: [REDACTED]

From: [REDACTED]

Date: 1/18/07

Re: Recall appt.

[REDACTED]
And/or other management

Pages: 1

Please Reply - Phone [REDACTED]

The last time I had to make an appt. for my VW service I was on the phone well over an hour before I could speak to someone. I did get voice mailboxes but never received return phone calls. I don't know of a way to make an appt. without actually speaking to a live person so I had to deal with calling and waiting, calling and waiting.

I just returned from a holiday trip and in my mail was a recall regarding cruise control for my VW Beetle. I have only been on the phone ½ hour today but I am not willing to put more time into making an appt. When I spoke to the switchboard operator about this she said she would put me thru to a cashier (?) who, by the way, never answered the phone. When I called back to tell the switchboard operator - the switchboard never answered....I actually got a message saying "your party is not answering the phone...please try later" and cut me off. I believe that was from the phone company if it is any example of how long I waited. This is ridiculous.

As I said, I am not willing to take this much time just trying to make an appt. If I cannot get any satisfaction I will contact VW of America and National Highway Traffic Safety Administration tomorrow.

I would like someone to call ME - TODAY so I can get this matter taken care of.

Thank you..... [REDACTED]



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
Tel. 1 800 893 5298

November 2006

Subject: Safety Recall N4

**1998-2002 Volkswagen New Beetle with Cruise Control and
1999-2002 Volkswagen Jetta with Cruise Control
Replace Brake Light Switch**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1998-2002 New Beetle and 1999-2002 Jetta vehicles equipped with cruise control. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The affected vehicles may have a brake light switch that may malfunction. If this happens, the brake lights could become inoperative or come on and stay on, even though the vehicle is parked. Failure to provide the proper signal when braking could lead to a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, we will replace the brake light switch in your vehicle.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take less than one hour and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for replacement of the brake light switch, or if you have incurred towing expenses directly as a result of a brake light switch malfunction, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen of America, Inc.
Attn: Customer CARE Center – Hills East (N4)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298*

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance