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[REDACTED]
[REDACTED]
PALM DESERT, CALIFORNIA
PHONE [REDACTED]
FAX [REDACTED]

November 15, 2007

Mr. Stefan Jacoby, C.E.O.
3499 West Hamlin Rd.
Rochester Hills, MI 48309

Dear Mr. Jacoby:

Re: PARADISE VOLKSWAGEN
79050 Varner Road
Indio, California 92203

My 2004 V. W. Touareg
VIN# WVGB67L64D [REDACTED]

On September 7, 2004 I purchased the above Touareg USED from Paradise Volkswagen which had 12,796 miles. It was originally sold by Paradise so I assumed all warranties; recalls and inspections were made when the auto was delivered to me.

I am 73 years old and have other more expensive cars when I was working, but have NEVER been so happy than I am with my Touareg. Being retired, with limited Social Security I used some of my savings to buy this car and still LOVE it fully knowing that I get low gas mileage.

My complaint, unfortunately, is with the V.W. Paradise Dealership, which is the only V.W. dealer within 50/100 miles.

When I took possession of this car I was given ONE key, none for the luggage nor an extra key for valet parking. After innumerable calls and months later, I was told I had to buy them at [REDACTED] each. I used my Navigation System and found the original owner who was in the process of moving and about two months later she discovered the extra key. Meanwhile, I brazenly called a personal friend at V.W., Eric Carlson, Director Parts Operation (at the suggestion of his mom) and his staff along with Don Moritz accomplished getting me keys but Paradise insisted I pay [REDACTED] for programming. Meanwhile, within three weeks one of the tires was losing air and I was told the sidewall was punctured and could not be fixed and that I would have to buy a whole new set of tires. Paradise V. W. never called me back for a quote so I went to Ramona Tires nearby to have them installed.

AA
11/26/07
KB

[REDACTED]
[REDACTED]
PALM DESERT, CALIFORNIA
PHONE [REDACTED]
FAX [REDACTED]

On November 16th, 2004 I wrote a letter to Peter Livreri, General Manager and never received a reply from him. (COPY ATTACHED)

After all the problems and incompetence I had with them I would not have returned to them but did so in order to keep this Warranty in effect. I had the following Services done to my wonderful Touareg at this dealership. .

2/12/04 15,000 mile maintenance [REDACTED]
1/19/05 In lieu of my Dashboard cover they sent a WHOLE NEW DASHBOARD but several weeks later the cover arrived and they returned the Dashboard.
1/28/05 Program keys and remote [REDACTED]
6/9/05 Service and Maintenance for 20,000 miles [REDACTED]
(please note they rotated tires and I needed Brake Repair (is this usual with 20,000 miles?))
9/4/07 Major Service for 40,000 miles. [REDACTED] I took the car in early as I was having company in the months of Sept and Oct and wanted to be sure my car was safe for V.W.'s employee Eric Carlson's. parents, Betty and Sten Carlson (she 90; he 95) and I wanted them to be Comfortable for our sightseeing trips around the area
On 9/6/07 I spoke with Chantrell about this problem and was told I was under warranty (ref# 70328889)and

AS SOON AS MY CAR WAS RETURNED TO ME ON SEPT 4TH ALL

[REDACTED]
BROKE LOOSE WITH THE TIRE MONITORING SYSTEM AND IT WOULD GO ON AND OFF REPEATEDLY. This Had never happened to me before and I thought there was a minor Connection undone when they rotated the tires.
I went to Ramona tires and they assured me that all was well and SAFE With my tires but to return the car to V.W. At this time I called V.W. And stated my problem about the tire monitoring and that I would bring it in for repair as soon

[REDACTED]
[REDACTED]
PALM DESERT, CALIFORNIA [REDACTED]
PHONE [REDACTED]
FAX [REDACTED]

As company left and to order parts or whatever needed to be done.. I was told that it was not a problem and I was still under warranty. And I was also to get recalls Q3 and Q 5 done. Only one of the recalls was Done and told that I have to baring it back. . I have absolutely no idea what these recalls are.

10/29/07

I took car in to be fixed with the tire problem which they were advised

shortly after I picked the car up in Sept and for them to correct the other recall item. I was advised that Carla would call when these parts came in. They were aware of the problem way, way back in September and because THEY DID NOT HAVE THE PARTS TO CORRECT I was told my warranty expired.

11/12/07

When I went to pick up the car I WAS TOLD THAT THE WARRANTY EXPIRED 10 DAYS AGO AND IT WOULD COST ME [REDACTED] TO GET FIXED. They stated that they would look into V.W. GOODWILL AND THE OWNER, PETER LIVRERI stated That he may have to eat the cost. The following day they called and Stated that they would pay [REDACTED] and I would have to pay [REDACTED]

As I needed my vehicle I signed PAID "UNDER PROTEST" on all Documents and proceeded to call V.W. Customer Service, Melody, Ref # 70348153 You know, I didn't order another Dashboard; but just the cover.

Something in house is wrong and it is definitely not my problem.

Now, the reason I take my car to a Dealership despite the incompetence I have consistently experienced is to keep my WARRANTY intact. I am under the impression that when they rotate the tires that they also check for wear and tear of the batteries that control this function of the Tire monitoring and they make the repairs while under Warranty. I should have been advised at that time and the problem corrected.

I am also enclosing the Buyers Guide sticker that was on the car and yes it does state "Remaining of four years" How would I know when this V.W., was originally purchased and what the date should be - !!! Again, I was not properly advised.

[REDACTED]
[REDACTED]
PALM DESERT, CALIFORNIA
PHONE [REDACTED]
FAX [REDACTED]

Today I contacted the National Highway Traffic Safety Administration and was advised by them that in February 03 there was an Electrical Recall #WS and as this car was not in my possession at the time I have no idea whether it was done or not.

Sir, I LOVE THIS CAR and I am not faulting V.W., as such but I feel that if there was a problem such as this it should be taken care of immediately at the manufacturers cost.

Unfortunately, the Goodwill with your Paradise Dealership has turned sour; they are not seeking "drivers wanted" but I feel they are working on an unethical premise.

What I am after; is the return of the [REDACTED] I PAID UNDER PROTEST or a newer Touareg that I can afford that has all the kinks out of it and take mine as a good HIGH trade-in.

As the saying goes; I may love my wife but can't stand my motherinlaw!! You still have a wonderful product – dealerships (your motherinlaw) should just treat their customers fairly with dignity and respect.

Thank you
[REDACTED]

Cc: National Highway Traffic Safety Administration
400 7th St. S.W. Room 5232
Washington, D. C. 20590

P.S. Just how many complaints have you had with this tire monitoring problem?

November 16, 2004

Mr. Peter Livreri, General Manager
Paradise Volkswagen
79050 Varner Road
Indio, California 92203

Re: 2004 Volkswagen Touarag
VIN: WVGBC67L64D [REDACTED]

Sir:

I purchased my used treasured Touarag on September 7th from Ken Gobel and as Ken was off that day it was negotiated thru Xavier. We negotiated that I was to receive a Dashboard Cover, Replace the Cracked Wood Panel over glovebox, and front and back bumper touch up scratches along with greasing the doors as they squeak.

In good faith I signed this contract and wrote my check. However, Gilberto handed me but ONE key stating he would search down the other keys (for luggage rack and Valet).

The following day we returned to Paradise V.W. and spoke with Ken Gobel about the missing keys. Gilberto told me they cost approximately [REDACTED] and I would have to pay for them. As I presume you were not available at the time, Ken Gobel and I wrote you a note requesting your immediate attention to this matter. I did not have the courtesy of a reply so I contacted a personal friend who is the North American Director of Parts for all of North America Volkswagen. He, in turn, came to my aid and stated that I should also have ALL the recalls done.

On September 28TH I received a call from Dan McGinnigan, Service Manager, to bring my car in to settle ALL the DUE BILL items, the keys and the Recalls.

When I picked up my car, the Recall items were done; Squeaky doors fixed. They did not put on the Dashboard Cover, nor did they repair the scratches as I was told they were too deep to just use Touchup and I had to get approval from Xavier for the cover and proper paint job. Further they could not match the wood trim so I said to let it be for the time being but if it falls out I shall contact my friend at V.W. North America; but in the meantime Xavier should offer me the option of another item for the car. I was told by my friend at V.W. North America that it could be done and has been done in the past.

I have made several calls to Xavier to get this settled; either he is out or no calls returned.

Why this was not accomplished between the Parts Department and the Sales Department is beyond me. Why would you want to involve your client to straighten this out. It is readily apparent that in your Service Industry there is a total disregard for Customer Service and Satisfaction. Your Parts Department excels in their performance but it seems once the car is driven out of the lot the Salesmen could care less and why does approval have to be made between the Salesman and Parts – I have DUE BILLS to support this obligation and it appears the Dash Board cover also was not ordered. Why?

On Friday Nov. 12th I called Xavier, I was told he will not be in until Monday. I drove to Paradise V.W. to speak with him on Nov. 15th but was told he will not be in until Tuesday.

Quite frankly, I am one hell of a dissatisfied customer. It is taken me three months to resolve this; far too much of my time and has created a very, very uncomfortable relationship with Paradise Volkswagen.

I have never been so happy with any automobile than I have been with my Touarag and I have had Mercedes and Lexus's. In good conscience I do not know how I can refer anyone to Paradise V.W.

I was told by Volkswagen North America to contact you first registering my dissatisfaction before I go further.

I am coming due to the 15,000 mile SERVICE and I want EVERYTHING to be done the day I bring my car in for Service. Ken Goble promised me at least 30 minutes of his time to help me program and explain further the mechanics of this fabulous machine. He has been a exemplary representative of Volkswagen and Paradise. You should be proud to have him on your staff.

Thank You

[REDACTED]

PALM DESERT, CA [REDACTED]

[REDACTED]

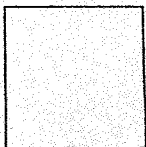
INSTRUCTIONS: You are using a Carbon Form. Fill in Warranty Information; Remove top stub and affix original to side window. Place balance of set in auto jacket (to be completed and signed at time of sale.)

BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

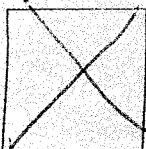
VEHICLE MAKE VW MODEL Touareg YEAR 2004 VIN NUMBER WVG1BC67L64D
DEALER STOCK NUMBER (Optional) 24386A

WARRANTIES FOR THIS VEHICLE:



AS IS - NO WARRANTY

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.



WARRANTY

☒ FULL ☐ LIMITED WARRANTY. The dealer will pay 0 % of the labor and 0 % of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED:

DURATION:

Manufacturer's Warranty
Remaining of 4 year / 50,000 miles

☐ SERVICE CONTRACT. A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

PRE PURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some major defects that may occur in used motor vehicles.

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).