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October 25, 2007

The Honorable Richard Blumenthal  
Attorney General  
State of Connecticut  
55 Elm Street  
Hartford, CT 06106

Dear Honorable Richard Blumenthal:

I write this with the hope of being heard.

I purchased a VW Beetle 2008 from Langan VW of Meriden, and discovered, as I drove off the lot, the car had a defect; a broken air vent. Then to my disappointment a second problem a squealing noise, much like a boiling tea kettle was coming out of another air vent when closed. This brand new car arrived from the plant with a defect. I believe it is right to ask for a new car from the manufacturer with the assistance of the dealership. The just thing for any retailer to do, if a product is defective and sold to the customer, knowingly or not, is to allow the customer to exchange it for a new one. This seems like an unusual request due to the response of VW and the dealership. Upon my request for a new car, VW said they have documented my concern, will investigate, and get back to me on October 25, 2007 with their answer. The dealership in fact, said no, they would not order a new car as I didn't deserve one. I purchased a new vehicle with the expectation that it would not have defective parts prior to arriving at the dealership. I also purchased a new car so that I would not be spending time in the service lounge; however, to my dismay I have spent 3 hours already, with more to follow within the first several days of owning the vehicle. I agree this is a fixable situation, but I did not pay to have defective parts in my new car. This is not the end, a third malfunction has occurred with the intermittent wipers and speedometer and dashboard lights; they shut off for a second. This is my concern, one oversight on the part of someone at the manufacturer plant is one too many. My expectation is not too lofty, but right and just. The customer should neither bear the burden of the manufacturer's mistake or oversight, nor be called names at the expense of another's. I believe, my ask is not out of the ordinary, unusual or for that matter, not deserved. A new car is the right response from both the dealership and VW.

As soon as I left the dealers lot on Saturday afternoon, I called the salesman explaining the situation. I was told to come back on Monday for service. Three hours of sitting in the service lounge, I was told by the service manager, there is nothing they can do to fix the squealing; however, they did replace the broken piece on the air vent. In addition I was told by service manager this is the way all 2008 Beetles work. And, according to the sales manager is VW quality standard. I find it odd that a defect in parts is VW quality standard. The solution to the problem came by replacing the 2008 parts with 2005 parts to stop with squealing on the vent, only to have the other vents begin squealing, which will be fixed after more parts are ordered. This Friday I have an appointment to have the center air vents fixed because they too are

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squealing. In addition I must tell the dealership to fix the malfunctioning wiper, speedometer and dashboard light problem. This could be a difficult one for them to address. Simply stated this is unacceptable. I purchased a new car so that I would not experience sitting in service; however, in less than one day of purchase I am waiting for my new car to be fixed. It is a new VW, 2008 beetle.

My original issue was not with the dealership, but with VW. As a customer I should be in a position to ask the dealership for help in rectifying the situation, not exacerbating it. The owner of the dealership, Glen Langan only fueled an already difficult situation. Rather than being the twenty year professional and mediator he was out of order in telling me I was rude, a problem customer, and that I yelled at all the staff at Langan, who have only be courteous and bending over backwards to assist me. Being derogatory is not the way to resolve an issue with a customer who just made a large purchase with your dealership. Mr. Langan may have twenty years in the business, but twenty years may indicate time for change. Working with the customer, not calling them names would be more suiting a man of his professional experience.

The car had a defect, malfunction, problem, before it arrived at the dealership. It is not the customer's fault. If the CEO of VW received a new car with such defects, some person would be held accountable; however, the CEO would not have received a car which had not been checked, double checked if not triple checked for quality. It should not be different for the customer. Currently my 2008, purchased on Saturday, October 20, 2007, now has 2005 parts in it and has a service record. This is not right and is unacceptable. The problem is the vehicle should not have reached the consumer with a defect. There is an ethical responsibility to the consumer which is being neatly avoided by dealership and VW. A new car, not a fixed or serviced car is the right thing to do in this situation.

I thank you for your time and consideration, and truly hope you will help.

Sincerely

[REDACTED]  
New Haven, CT  
[REDACTED]

RICHARD BLUMENTHAL  
ATTORNEY GENERAL



MacKenzie Hall  
110 Sherman Street  
Hartford, CT 06105-2294

Office of The Attorney General  
**State of Connecticut**

November 20, 2007

[REDACTED]  
New Haven, CT [REDACTED]

**RE: Volkswagen**

Dear [REDACTED]:

This is to acknowledge receipt of your correspondence and to thank you for contacting our Office in connection with this matter.

By copy of this letter, we are forwarding your correspondence to the U.S. Consumer Product Safety Commission, which will follow-up with you. We sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by that agency. If you have any questions concerning this matter, please contact the Consumer Action Center at (301) 504-7923 regarding your complaint.

Please do not hesitate to contact this Office in the future if we can be of further assistance to you.

Very truly yours,

A handwritten signature in cursive script, appearing to read "M. G. Alonzo".

M. G. Alonzo  
Assistant Attorney General

Enc.

cc: U.S. Consumer Product Safety Commission  
4330 East West Highway  
Bethesda, MD 20814

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