

CU0226270-8528

2008 APR 29 P 2:11

Alpharetta, Georgia

Telephone:

Email:

April 17, 2008

Mr. Stephan Jacoby, CEO
Volkswagen Group of America
3499 West Hamlin Road
Rochester Hills, Michigan 48309

Mr. Al Gossett, Owner
Gossett Motor Cars
1900 Covington Pike
Memphis, TN 38128-6981

2008 APR 30 AM 7:29

Dear Mr. Jacoby/Gossett:

My husband and I have owned several Volkswagens over the years and are loyal Volkswagen customers. We have always found Volkswagen's reputation to be positive with emphasis on quality, focused customer service. In the past, the cars have extremely reliable with reasonable maintenance/repair costs. For those reasons we purchased another Volkswagen, 1993 GLS Passat, in May 1993 at Gossett Volkswagen (Gossett) in Roswell, Georgia.

Currently we are struggling to remain a loyal Volkswagen customer due to the need for on-going, costly repairs and less than desirable customer service/communications with Gossett and Volkswagen of America (VW). A snapshot summary of our issues/experiences with Gossett and VW is provided below. Please see Attachment 1 for greater detail and timeline of events.

Fuel Pump:

While driving on 2 occasions, the car stopped running with no warning. In both instances the car was towed to Gossett and the fuel pump replaced.

Episode	Date	Mileage	Customer Cost	Invoice #
#1	3-5-2005	32,251	*Warranty	VWCS47075 (Attachment 2)
#2	2-7-2007	**90,078	\$603.37	C46281 (Attachment 3)

ET
04/30/08
10:34
KB

*Although covered under warranty, it appears the replacement of the fuel pump was not included on the warranty report.

**Only, 57,827 miles were driven since the first replacement in March 2005.

At the time of the 2nd occurrence, thinking it was the second fuel pump replacement we questioned it. Aynsley Jeansonne, Gossett Service Advisor, misadvised us stating that the fuel pump had not previously been replaced. We paid the bill of \$603.37 (the cost before the wipers). The breakdown was:

287.26	Parts
294.00	Labor
1.87	Data Processing
11.57	State Tax
\$8.68	County Tax

Six months later, August 9, 2007, the engine light went on. Once the engine light went on, we decided to review our maintenance/repair records. Contrary to what Aynsley Jeansonne had told me (i.e. the fuel pump had not be previously replaced), we found the invoice order documenting its replacement on both occasions. I then went on line to check for recalls. Evidently there was a recall for the fuel pump.

Communications with Gossett:

Our communications with both Aynsley Jeansonne, and Dan Stone, Manager, were less than desirable (rude, demeaning, & inappropriate). They both concurred that it is unusual for a fuel pump to fail twice in 32, 58, or 100,000 miles and more than likely the fuel pump was replaced with a faulty fuel pump involved in the recall. However, since the recall did not include our vin number, there was nothing they could do. They recommended we contact VW or get a lawyer and sue. We didn't feel legal action was necessary and reported our issue to VW of America.

Communications with Volkswagen of America (VW)

We contacted VW and provided them with specific details as to our experience/concern. VW stated, "we will investigate, but it is very unlikely that we will assist you." We were disappointed that VW was able to determine the outcome of the investigation before investigating. Subsequently, despite having all the information/facts, they spoke with someone at Gossett unfamiliar with the case that told them there was no history of any fuel pump replacement in March 2005. Despite ongoing communications, only at my insistence, we received a non-specific letter from VW, dated August 30th, stating they would not be able to assist us (Attachment 4). Our specific questions and concerns were never investigated or addressed.

Outcome:

It should come as no surprise that the recall for the fuel pump was extended to include our VIN number. We are therefore requesting reimbursement in the amount of \$608.82.

Cam Shaft Sensor:

Aynsley Jeansonne advised us after running the diagnostics; the camshaft sensor needs replacement, which is very expensive. Again, we were told it is unusual for the camshaft sensor to fail, however, it is not covered under warranty. Gossett presented us with a total repair cost of approximately \$4000.00 (\$1300.00 for the camshaft adjuster unit). The breakdown of the camshaft sensor was \$681.08 for the parts and \$500.00 for the labor (Attachment 5).

Status:

This is a 2003 automobile that has been well maintained with excellent service records. The car will not pass inspection – thus can't be driven. The purchase loan for the vehicle has yet to be satisfied. This has created a major hardship for our family.

The focus of this letter has been to address the most concerning issues being the fuel pump and camshaft sensor. There have been several other issues with the car that have either been covered under warranty or repaired at our expense. The fuel pump and camshaft sensor are above what's reasonable.

As loyal members of the VW family, your assistance in getting this resolved would be greatly appreciated. Despite our inconvenience (e.g. breaking down, car rentals, payment for a second fuel pump, poor customer service) and disappointing experiences we ask that you please support/confirm our belief in Volkswagen. We request a reasonable and equitable resolution as follows:

1. Reimbursement for the fuel pump replaced in March 2007 (\$603.37)
2. Replacement of the Camshaft sensor at no charge.

Should you have any questions and/or require additional information, I may be contacted at [REDACTED] or [REDACTED]

Sincerely,

[REDACTED]
Consumer Advocate

Enc. 5

Cc:

General Thurber Baker
Office of the Attorney General
40 Capitol Square SW
Atlanta, GA 30334

Federal Trade Commission Consumer Response Center
600 Pennsylvania Avenue, NW Room H-130
Washington, D.C. 20580

Better Business Bureau
Serving Metro Atlanta, Athens & NE Georgia
503 Oak Place, Suite 590
Atlanta, GA 30349

∫ National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Volkswagon Dispute Timeline – 2003 Volkswagen Passat GLS**Attachment 1**

Date	Discussions	Attached	Comments
3/11/05	Car stopped working while driving. No prior warning. Towed to Gossett Volkswagen (GVW). Mileage: 32,251. Findings: Faulty engine speed sensor and fuel pump which was replaced by GVW under warranty. No known recall on fuel pumps at that time. Fuel pump part #: 8E0-906-087-D	Dealer Invoice #VWCS47075	Replacement of fuel pump documented on dealership service invoice. For whatever reason, GVW failed to record the fuel pump on their warranty report.
2/6/07	Car stopped working while driving. No prior warning. Car towed to GVW. Mileage just about 90,078 (approximately 58,000 miles since last fuel pump placed). Not covered under warranty.	Dealer Invoice #C46281 Cost: \$603.37	Incident resulted in loss of work for 2 days (not compensated). Wife spoke with Aynsley Jeansonne, Gossett Service Advisor, on the telephone regarding need to replace fuel pump second time. Aynsley informed wife that fuel pump was never replaced, this was something different, and so it would not be covered under warranty. Did not pursue further as very involved /overwhelmed with daughters upcoming bat mitzvah that month.

July 07	7/07: Engine light goes on and automobile fails emissions. Unable to register car. Hesitant to bring car back to GVW. It appears when we bring the car to GVW, the car ends up needing costly repairs. The car is 4 years old and still not paid off. While researching on the internet, we came across a posting on www.consumeraffairs.com, dated January 26, 2006, regarding a recall for the same model passat due to a faulty fuel pump that shuts off the fuel supply to the engine. The recall was scheduled to begin March 2006. In review of our work/service records, that is when we noted the information provided to us by Aynsley Jeansonne was incorrect. The Fuel pump had been replaced twice (the first time under warranty). This was inconsistent with the information Aynsley Jeansonne provided.		
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08/02/07	Presented to GVW. Lengthy discussion ensued with Aynsley Jeansonne who acknowledged: 1. Fuel pump was initially replaced (the first time under warranty) along with the speed sensor. Although the fuel pump is not shown on the warranty history report, it is on the service invoice. 2. It is not a normal occurrence for a fuel pump to go in either of those timeframes (32, 000 or 50, 000 miles following the second replacement). 3. The dealership determines recalls by Vin #'s and even though it meets the same specifications, the Vin # is not on the list. 4. The recall goes by Vin #, however, it is very likely that the first fuel pump replaced was replaced with one of the faulty pumps. Ansley recommended we contact Volkswagen customer service or contact an attorney and sue. No assistance offered. Refused to give us the name of the Zone Rep.		
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8/2/07 (continued)	Requested we speak with Service Manager, Dan Stone. Dan Stone's first words after the introduction was, "I'm sure Aynsley handled your issue appropriately". Dan Stone was extremely rude and patronizing. He advised us that without the proper information from Volkswagen regarding the recall or authorization to have our money refunded, the service manager or adviser would be responsible for payment in full at which point he took out his personal credit card and handed it to us (again, very patronizing). Manager agrees fuel pump should not have failed and even though it may have been a faulty part, it has nothing to do with the dealership. It is between Volkswagen and me. He is just the dealer. I reminded him that I bought the car from GVW, not Volkswagen. The reason I bring my car to the dealership is because I am expecting customer service/respect, expertise, and professionalism, not just a monkey with a		
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	cash register. All said and done, we agreed to file a customer claim with Volkswagen. Once we do that, Volkswagen will send an email to him for his response. Dan Stone was also going to contact the Service Zone Representative to have him review the case and contact us directly (THAT NEVER HAPPENED). However, we would not hear anything until August 8th, which is when the Zone Rep will return from vacation. Never received any follow-up from Dan or the Zone Rep. Both manager and advisor agreed to evaluate car and wave the \$100 diagnostic fee to do so.		
8/6/07	Contacted Volkswagen Customer Care & claim initiated with Andy. Details of case discussed. Name of Service Advisor & Manager given. Andy does not know how cars get on the recall list, but all Volkswagens are checked out thoroughly (does not know how, but they are)) Andy to investigate and get back to me by close	Customer service: 1-800-822-8987 Volkswagen Claim Reference	Common theme throughout Volkswagen seems to be : We don't know the issue or what happened, but we can't help.

	of business August 8, 2007. Andy stated, "Very unlikely they will be able to help".	#: 70254074	
8/8/07	Received message on home machine from Volkswagen. Still investigating. Will call back by close of business, 3/10/07.		
8.10/97	Received call from Andy at Volkswagen customer care. Based on his discussion with Aon at the dealership, volkswaggen will not be able to help. According to Aron, the fuel pump was never replaced. I informed Aron that we never dealt with an Aron and don't know who he is. Again I provided him with the correct information, and again explained that the fuel pump was never documented on the warranty report, just the service order.		

8.10/97	Received call from Andy at Volkswagen customer care. Based on his discussion with Aon at the dealership, volkswaggen will not be able to help. According to Aron, the fuel pump was never replaced. I informed Aron that we never dealt with an Aron and don't know who he is. Again I provided him with the correct information, and again explained that the fuel pump was never documented on the warranty report, just the service order. Per Andy, he will need to investigate, but it is still very unlikely that they will do anything. Questioned how he knows the answer before having the correct information and concluding the investigation? Andy informed me that all volkswagens are checked out for problems when a recall is done. I asked him how they check out the part? He said he don't know, that is not his job. I asked him which cars they check out to which he told me the ones with the identified Vin#. Basically, we went around in circles.		
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8/7/07	Contacted Federal Trade Commission (877) 382-4357 and filed complaint. Will maintain in database.		
8/9/07	Brought car to Gossett for evaluation.		
8/10/07	Received all from Aynsley Jeansonne at GVW. The car requires the following repair: 1. Replace cam shaft = \$1300 2. Rear and Front breaks - \$935 3. Front CV Boots \$615 4. Trans mission leak \$305 5. Timing Belt - \$950.		Car is a 2003
	Spoke with Carl from Volkswagen Customer Service to see if a written response will be sent. After review of the case notes, he stated that according to Aaron at the dealership, there was no fuel pump put in. in March. (I can see there investigation went far). After discussion , Carl explained that when there is a recall they look at the parts that are returned to them. My part was not affected therefore, it is out of warranty. I asked for 3 things: 1. How do they know the part wasn't affected if it was never on the warranty report and they have no record of it.		

	Spoke with Carl from Volkswagen Customer Service to see if a written response will be sent. After review of the case notes, he stated that according to Aaron at the dealership, there was no fuel pump put in. in March. (I can see there investigation went far). After discussion , Carl explained that when there is a recall they look at the parts that are returned to them. My part was not affected therefore, it is out of warranty. I asked for 3 things: 1. How do they know the part wasn't affected if it was never on the warranty report and they have no record of it. 2. Where can I see the list of part numbers affected – I can't. It is private info. 3. Please send me an explanation that reflects Volkswagen's findings as discussed. Can only send generic letter stating the car is out of warranty. Requested to speak with supervisor. Per Carl, there are 10 of them. One will call me back by noon tomorrow		
8/14/07	Alicia Rosecrans Supervisor from Volkswagen		

8/16/07	Per Alicia – they will not be able to do anything. Car outside warranty and not part of recall. Will not respond to concern that initial fuel pump replaced before recall with faulty part. They keep saying they check everything, but when questioned, it appears they go strictly by Vin #. Resistant to giving us something in writing – said what the service dept gave us is enough. Told we did not get anything in writing or f/u. After much discussion – will send. Requested to speak with person above her to obtain answers to our concern. Per Alicia-there is nobody above her. Asked for president: she can only give me name and address: Frank Witter VW of America 3499 West Hamlin Road Rochester Hill, MI 48309 (248-754-6504 Bottom line: Nobody able to tell us how they were able to check or verify that the initial fuel pump replacement (done under		
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8/16/07	Per Alicia – they will not be able to do anything. Car outside warranty and not part of recall. Will not respond to concern that initial fuel pump replaced before recall with faulty part. They keep saying they check everything, but when questioned, it appears they go strictly by Vin #. Resistant to giving us something in writing – said what the service dept gave us is enough. Told we did not get anything in writing or f/u.		
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GOSSETT



Attachment
2

1550 Mansell Road
Alpharetta, GA 30004
(678) 795-3444

CUSTOMER NO.	ADVISOR MARK	5323	TAG NO.	INVOICE DATE 03/11/05	INVOICE NO. VWCS47075
	LABOR RATE	LICENSE NO.	MILEAGE 32,251	COLOR MOJAVE BEIG	STOCK NO.
ALPHARETTA, GA	YEAR / MAKE / MODEL 03/VOLKSWAGEN/PASSAT SEDAN/4DR SDN G		DELIVERY DATE 04/26/03	DELIVERY MILES 10	
	VEHICLE I.D. NO. W V W P D 6 3 B 8 3 P		SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE 03/01/05	REPRINT# 1	
COMMENTS					MO: 32261

JOB# 1 CHARGES

LABOR	ENGINE/GENERAL	TECH(S):8157	WARRANTY
J# 1-10VWZ	CUSTOMER STATES VEHICLE QUIT RUNNING WHILE DRIVING. FAULTY ENGINE SPEED SENSOR FAULTY FUEL PUMP ASSY TECH SCANNED WITH 5052. FOUND FAULT FOR ENGINE SPEED SENSOR. REPLACED ENGINE SPEED SENSOR. DURING CHECK FOUND NO FUEL PRESSURE. FAULTY FUEL PUMP. REPLACED FUEL PUMP. CLEARED FAULTS. RESET READINESS. ADAPTED THROTTLE BODY. TEST DROVE VEHICLE. OPERATING TO VW SPECS.		
PARTS	QTY	FP-NUMBER	DESCRIPTION
	1	078-906-433-A	SENDER
	1	8E0-906-087-D	FUEL PUMP
	1	1J0-919-133-A	WASHER
	2	N-024-122-2	CLIP
			TOTAL - PARTS
			0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF VOLKSWAGEN.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR	SEAT CONCERN	TECH(S):8157	WARRANTY
J# 2-10VWZ05	CUSTOMER STATES FRONT DRIVER'S SEAT HEATER BURNED THROUGH COVER. FAULTY LOWER CUSHION SEAT HEATER ELEMENT. TECH REPLACED DRIVER'S SEAT LOWER CUSHION COVER AND PADDING WITH ELEMENT TO CORRECT.		
PARTS	QTY	FP-NUMBER	DESCRIPTION
	1	380-881-375-R	PADDING
	1	380-881-405-EK-LGL	SEAT COVER
	1	1J0-963-556-B	HEAT ELEM
			TOTAL - PARTS
			0.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

X
CUSTOMER SIGNATURE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR	ENGINE CONCERN	TECH(S):8157	55.00
J# 3-10VWZ001	CUSTOMER REQUEST CHECK OVER FOR SVC NEEDS-FILTERS, ETC. WIPERS SMEARING. AIR FILTER DIRTY (SNOW SCREEN CLOGGED ALSO) POLLEN FILTER CLOGGED. REAR BRAKE PADS WORN. TECH REPLACED REAR BRAKE PADS DURING REPAIRS ON JOB 5 (NO LABOR CHARGE). TECH REPLACED AIR FILTER, POLLEN FILTER, CLEANED SNOW SCREEN, AND REPLACED WIPER BLADES.		
PARTS	QTY	FP-NUMBER	DESCRIPTION
	1	480-698-451-E	BRK LINING
			58.09
			58.09

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

GOSSETT

1550 Mansell Road
Alpharetta, GA 30004
(678) 795-3444

Attachment 
P. 1 of 2

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate. Unless otherwise shown, services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by representatives of Volkswagen.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Adv: AYNLEY JEANSONNE		Tag: [REDACTED]	License: [REDACTED]	VIN: WVWPD63B8 3P2 [REDACTED]	Page: 1	Invoice: C46281
Invoice to				Driver/Owner Information		
ALPHARETTA, GA [REDACTED] Email: [REDACTED] Cell: [REDACTED] Work: [REDACTED]				ALPHARETTA, GA [REDACTED] Email: [REDACTED] Cell: [REDACTED] Work: [REDACTED]		
For Office Use				Vehicle Information		
Odometer in: 90078 Out:		Dist: VWN VWC C Prelim		03 VOLKSWAGEN PASSAT GLS 4DR SDN MOJAVE BEI		
Begin: 02/06/07		Done: 02/07/07		Invoiced: 02/07/07 08:37 AJ		Inservice: 04/26/03
Customer Concern						
Concern	51	CUSTOMER STATES VEHICLE SHUT DOWN WHILE DRIVING. CHECK AND ADVISE.			Operation	Tech
Correction		PERFORMED GUIDED FAULT FINDING, TECH FOUND FAULTY FUEL PUMP.			SHUTDOWN	043
Parts		REPLACED, SET VEHICLE READINESS.			Units	3.00
		Part Number	PO#	Note	Description	Amount
		VWN 8E0906087D			FUEL PUMP	277.00
		VWN N 10196901			CLIP	1.20
		VWN 1J0919133A			WASHER	9.06
Type: C		Line Flags: NOS			Quantity	Sell
					1S	277.00
					2	.60
					1	9.06
					Subtotal	
					PARTS	287.26
					LAB-MECHANICAL	294.00
					TOTAL CHARGE FOR CONCERN	581.26
Summary of Charges for Invoice C46281				Payment Distribution for Invoice C46281		
PARTS		287.26		TOTAL CHARGE		603.37
DATA PROCESSING		1.87		CASH SALES		603.37
LAB-MECHANICAL		294.00				
SUB-TOTAL		583.13				
STATE SALES TAX		11.57				
COUNTY SALES TAX		8.67				
TOTAL CHARGE		603.37				
If you have any questions - please see AYNLEY JEANSONNE						
Last Page						

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damage from freezing due to lack of antifreeze.

X

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P. 2 of 2

Adv: AYSLEY JEANSONNE		Tag: [REDACTED]	License: [REDACTED]	WVWPD63B8 3P [REDACTED]	Page: 1	Invoice: C46281
Invoice to				Driver/Owner Information		
[REDACTED] ALPHARETTA, GA [REDACTED] Email: [REDACTED] Cell: [REDACTED] Work: [REDACTED]				[REDACTED] ALPHARETTA, GA [REDACTED] Email: [REDACTED] Cell: [REDACTED] Work: [REDACTED]		
For Office Use				Vehicle Information		
Odometer in: 90078 Out:		Dist: VWN VWC C Final		03 VOLKSWAGEN PASSAT GLS 4DR SDN MOJAVE BEI		
Begin: 02/06/07		Done: 02/13/07		Invoiced: 02/13/07 07:43 LH		Inservice: 04/26/03
Customer Concern				Reprinted 1 times		
Concern 51	CUSTOMER STATES VEHICLE SHUT DOWN WHILE DRIVING. CHECK AND ADVISE.			Operation	Tech	Units
Correction	PERFORMED GUIDED FAULT FINDING, TECH FOUND FAULTY FUEL PUMP.			SHUTDOWN	043	3.00
	REPLACED, SET VEHICLE READINESS.					294.00
Parts	Part Number	PO#	Note	Description	Quantity	Sell
	VWN 8E0906087D			FUEL PUMP	1S	277.00
	VWN N 10196901			CLIP	2	.60
	VWN 1J0919133A			WASHER	1	9.06
	VWN 1J1955425B			WIPERBLAD	1	13.78
	VWN 3B1955426B			WIPERBLAD	1	13.78
						Subtotal
				PARTS		314.82
				LAB-MECHANICAL		294.00
				TOTAL CHARGE FOR CONCERN		608.82
Type: C	Line Flags: NOS					
Summary of Charges for Invoice C46281				Payment Distribution for Invoice C46281		
PARTS		314.82		TOTAL CHARGE		632.86
DATA PROCESSING		1.87				
LAB-MECHANICAL		294.00		PERSONAL CHECK		632.86
SUB-TOTAL		610.69		chk#		
STATE SALES TAX		12.67				
COUNTY SALES TAX		9.50				
TOTAL CHARGE		632.86				
If you have any questions - please see AYSLEY JEANSONNE						
Last Page						

Attachment 4 

[Redacted]
Alpharetta, GA [Redacted]

Barbara Hoffman Name
Volkswagen of America Title
Volkswagen Customer CARE Department
Phone
Fax
www.vw.com E-Mail

RE: 2003 Volkswagen Passat
Case: 070254074
VIN: WWPD63883P [Redacted]

August 30, 2007 Date

Dear [Redacted],

Thank you for contacting us regarding the fuel pump repair needed for your Passat. I apologize for the inconvenience this matter has caused you. Per your conversation with Aaron on August 16, 2007, I am forwarding you our response in writing.

Volkswagen of America, Inc.
Customer CARE
3499 West Hamlin Road
Rochester Hills, MI 48309
Phone +1 800 822-8987
www.vw.com

I understand you are seeking reimbursement for the fuel pump repair. The Limited new Vehicle Warranty for your Passat is 4 years or 50,000 miles, whichever occurs first. I regret that I am unable to provide reimbursement as your vehicle has 90,000 miles and has been in service for 51 months. I also understand you were seeking to have the fuel pump covered under a campaign. Our campaigns are VIN (Vehicle Identification Number) specific and according to our records, your vehicle was not included in the M7 campaign. Again, I apologize for your experience and I am sorry I am unable to meet your expectations.

Handwritten: 2/26 = 395
16

As a member of the Volkswagen family, your concerns are important to us, and I would like to thank you for providing me the opportunity to review your request. Should you have any further questions regarding this, or any other matter, please contact me through our Customer CARE Center at (800) 822-8987.

Sincerely,

Handwritten: Barbara Hoffman
Barbara Hoffman
Volkswagen Customer Advocate
2/26 = 395.35
494.20
395.35
account

Handwritten: Dec. 2007
NOV.

GOSSETT

1550 Mansell Road
Alpharetta, GA 30004
(678) 795-3444

Attachment 5
P 1 of 2



On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate. Unless otherwise shown, services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by representatives of Volkswagen.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Adv: AYNLEY JEANSONNE	Tag: [REDACTED]	License: [REDACTED]	WVWPD63B8 3P [REDACTED]	Page: 1	Invoice: C57609
Invoice to: [REDACTED] ALPHARETTA, GA [REDACTED] Email: [REDACTED] Cell: [REDACTED] Home: [REDACTED]			Driver/Owner Information [REDACTED] ALPHARETTA, GA [REDACTED] Email: [REDACTED] Cell: [REDACTED] Home: [REDACTED]		
For Office Use			Vehicle Information		
Odometer in: 102610 Out:		Dist: VWV VWC Prelim	03 VOLKSWAGEN PASSAT GLS 4DR SDN MOJAVE BEI		
Begin: 08/09/07	Done: 08/13/07	Invoiced: 08/13/07 14:16 AJ	Inservice: 04/26/03		
Customer Concern					
Concern 51	CUSTOMER STATES MALFUNCTION INDICATOR LIGHT IS ON.		Operation	Tech	Units
Correction	TECH FOUND FAULTY CAMSHAFT ADJUSTER. RECOMMENDED TO REPLACE: \$1200.00.		MIL	053	.00
Comment	FAULTS:				Amount .00
Type: C			Subtotal		
Concern 52	CUSTOMER STATES VEHICLE IS LEAKING OIL, CHECK AND ADVISE.		Operation	Tech	Units
Correction	RECOMMENDED TO REPLACE TRANSMISSION PAN GASKET.		FLUIDLEAK	053	.00
Type: C					Amount .00
Summary of Charges for Invoice C57609			Payment Distribution for Invoice C57609		
TOTAL CHARGE .00			CASH SALES .00		
			TOTAL CHARGE .00		
If you have any questions - please see AYNLEY JEANSONNE					
Last Page					

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damage from freezing due to lack of antifreeze.

X

COMMENTS

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CAUSE OF PROBLEM:

CORRECTION OF PROBLEM

CAUSE OF PROBLEM

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TIME CLOCK:

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OFF

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