

NHTSA COPY -

NVS-200

CC-10233916-7891

June 21, 2008

From;

Alexandria, VA

2008 JUL -2 PM 12: 58

2008 JUL -1 P 3: 14

To; Volkswagen of America, Inc

ATTN: customer care center - Hills East (26E5/R5 and 66C8/P9) - *Campaign Reimbursement*

3800 ~~3499~~ ~~Wm~~ Hamlin Road

~~Auburn~~ ~~Rochester~~ Hills, MI ~~48309~~ 48326

To whom it may concern,

This letter is in reference to my 2003 VW Passat, VIN# WVWRH63B03P [REDACTED] I am filing this claim for reimbursements of past repair costs due to recently released safety recall 26E5/R5 (heat shield) and service action 66C8/P9 (drainage and filter seal problem). Please see the attached repair bill from my local VW dealer, as well as credit card statement for proof of payment.

On November 1, 2007, I took my vehicle to a VW dealer because of a faulty seal that had allowed rainwater to accumulate on the interior passenger side floor board. The amount of water was significant, and the vehicle had transmission and electrical problems as a result. The dealer noted a faulty drain plug and filter seal as the cause of the problem, they removed and dried the interior carpet, and they replaced the transmission control module which had failed due to water damage. During inspection of the vehicle, the heat shield was found to be damaged and burned, and this was repaired as well. Details of the repairs are noted in the attached invoice from Volkswagen - Springfield, Inc. (6601 Backlick Rd. Springfield, VA 22150). Repair costs for the heatshield, drain/seal problem, and water damage was \$2346.87. No loaner vehicle was provided, and we rented a vehicle for the repair period (\$102.95)

The total costs for which I seek reimbursement is \$2449.82

After discussions with VW service departments in the area, it came to my attention that the drain plug and filter seal problem was a common and known problem with VW passats. Had this service action been announced earlier, it could have been addressed during any of my prior numerous regular scheduled maintenance visits. Instead, I was left with very costly repairs, significant inconvenience, and most importantly a dangerous driving situation. On November 3, 2007, I submitted an online claim (REF# 807105348), to which I received an unsatisfactory response.

Although over 7 months late, I appreciate Volkswagen of America's accountability in resolving this matter, and look forward to prompt resolution of my claim. A copy of this correspondence is also forwarded to Administrator, National Highway Traffic Safety Administration.

Sincerely,

[REDACTED]

CC; Administrator, NHTSA, 1200 New Jersey Ave., SE, Washington DC 20590

NM
07/02/08
12:59
KB

607098

VOLKSWAGEN - SPRINGFIELD, Inc.



6601 Backlick Rd.

SPRINGFIELD, VA 22150

Phone (703) 451-2380

INVOICE

ALEXANDRIA, VA

PAGE 2

HOME: [REDACTED] BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 47 JIMMY THAI

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
L-GREEN	03	VOLKSWAGEN PASSAT		WVWRH63B03E		51579/51580		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 IS			15:00 01NOV07			95.00	CS	01NOV07

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:2.8_Liter

15:35 27OCT07 14:44 01NOV07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		24	CVW	0.00		0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E: 0.00

 F PERFORM FREE MULTI-POINT VEHICLE INSPECTION, FILL OUT CHECK SHEET AND
 PROVIDE ESTIMATE AS NECESSARY.

F27 PERFORM FREE MULTI-POINT VEHICLE INSPECTION,
 FILL OUT CHECK SHEET AND PROVIDE ESTIMATE AS
 NECESSARY.

	24	CVW	0.20			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00

 G** TECH FOUND HEATSHIELD BURNED
 1100 REPLACED HEATERSHIELD.

	24	CVW	4.00			380.00	380.00
	1	3B0-825-661	HEATSHIELD		81.35	81.35	81.35
PARTS:	81.35	LABOR:	380.00	OTHER:	0.00	TOTAL LINE G:	461.35

 H** TECH FOUND COOLANT DIRTY
 1100 FLUSHED COOLANT SYSTEM WITH RESERVOIR.

	24	CVW	1.00			95.00	95.00
	1	8D0-121-403-L	TANK		50.49	50.49	50.49
	1	G-012-A8F-A4	COOL.ADD.		32.23	32.23	32.23
PARTS:	82.72	LABOR:	95.00	OTHER:	0.00	TOTAL LINE H:	177.72

 I** RECALL N4

CAUSE: N412

RC RECALL N412

24 WVW 0.40

1 1K2-945-511-NAR SWITCH

(N/C)

(N/C)

NOTE TECH RECOMMEND 50K SERVICE AT 53,800 MILES

EXCLUSION WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

X
 CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

Phone (703) 451-2380

*** INVOICE ***

ALEXANDRIA, VA

PAGE 1

HOME : [REDACTED] BUS :

CELL: [REDACTED] SERVICE ADVISOR: 47 JIMMY THAI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
L-GREEN	03	VOLKSWAGEN PASSAT	WVWRH63B03P		51579/51580		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 IS			15:00 01NOV07		95.00	CS	01NOV07
R.O. OPENED		READY	OPTIONS: ENG:2.8 Liter				

15:35 27OCT07	14:44 01NOV07
---------------	---------------

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES WATER GOT IN PASS FRONT & REAR FLOOR

1100 DIAGNOSIS & CLEANED-OUT SUN-ROOF
TUBES, DRAIN-PLUG & RE-SEAL FRESH AIR
INTAKE'S HOUSING.

24 CVW 1.70

161.50	161.50
--------	--------

1100 REMOVED CARPET TO GET WATER OUT & DRIED-UP.

24 CVW 4.00

380.00	380.00
--------	--------

PARTS:	0.00	LABOR:	541.50	OTHER:	0.00	TOTAL LINE A:	541.50
--------	------	--------	--------	--------	------	---------------	--------

B CUST.STATES;CK.ENGINE LIGHT IS ON

MIL RELATED TO LINE #C

24 CVW 0.00

0.00 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

C CUST STATES TRANS JERKING VERY HARD

1100 DIAGNOSIS & FOUND TRANSMISSION CONTROL
MODULE FAILED,REPLACED IT & RE-SET
READINESS.

24 CVW 2.00

190.00	190.00
--------	--------

1 3B0-927-156-AJ CONTR UNIT

1115.00	1115.00	1115.00
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PARTS:	1115.00	LABOR:	190.00	OTHER:	0.00	TOTAL LINE C:	1305.00
--------	---------	--------	--------	--------	------	---------------	---------

*****²*****

D CUST STATES AIR-BAG LIGHT COME ON

1100 RELATED TO LINE #C.

24	CVW	0.00
----	-----	------

0.00 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
--------	------	--------	------	--------	------	---------------	------

E CUST STATES STRONG BURNING SMELL WHEN USING AIR-VENT

1100 TECH FOUND ENGINE OIL LEAKING-OUT CAUSDE BY VALVE COVER,CLEANED IT FOR THIS TIME.

VEHICLE COVERED/CHARGED UP TO FOR THIS TIME:

EXCLUSION WARRANTIES		DESCRIPTION	TOTALS
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort. X _____	LABOR AMOUNT		
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
PLEASE PAY THIS AMOUNT			

X

CUSTOMER SIGNATURE

CUSTOMER COPY



6601 Backlick Rd.

SPRINGFIELD, VA 22150

Phone (703) 451-2380

INVOICE

PAGE 3

ALEXANDRIA, VA

HOME: [REDACTED] BUS:

CELL: [REDACTED] SERVICE ADVISOR: 47 JIMMY THAI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
L-GREEN	03	VOLKSWAGEN PASSAT	WVWRH63B03E		51579/51580		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN03 IS			15:00 01NOV07		95.00	CS	01NOV07
R.O. OPENED	READY	OPTIONS: ENG:2.8 Liter					

15:35 27OCT07 14:44 01NOV07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				OR NOV-07, CUST CONTACTED CELL#			
				AT 14:40PM, 14:30PM.			
				24 CVW 0.00		0.00	0.00

FC: N412 PART#: COUNT:

CLAIM TYPE: RC

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

CUSTOMER PAY ENV/WAS/DISP FEE FOR REPAIR ORDER 12.50
 OUR ONLY GOAL AT VOLKSWAGEN SPRINGFIELD IS TO
 PROVIDE YOU WITH "EXCELLENT" SATISFACTION

ANY REASON YOU'RE NOT TOTALLY SATISFIED WITH
 OUR SERVICE DEPARTMENT. PLEASE CONTACT ANY
 MEMBER OF THE SERVICE TEAM. AT (703) 451-2380
 !!!!! WE APPRECIATE YOUR BUSINESS !!!!!!!!!

PAID
 11/1/07

NOV - 1 2007

EXCLUSION WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	1206.50
PARTS AMOUNT	1279.07
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.50
TOTAL CHARGES	2498.07
LESS INSURANCE	20.00
SALES TAX	46.52
PLEASE PAY THIS AMOUNT	2524.59

CUSTOMER COPY

Citi® AAdvantage® Visa Signature™



Account Number Advantage is a registered trademark of American Airlines, Inc.

Customer Service:

1-888-419-7559

BOX 6062

SIOUX FALLS, SD

57117

Revolving
Credit LineAvailable Revolving
Credit Line

Cash Advance Limit

Available Cash Limit

New Balance

Statement/
Closing DateAmount Over
Revolving Credit Line

Past Due

Purch/Adv
Minimum DueMinimum
Amount Due

11/15/2007

\$0.00

\$0.00 +

\$74.00 =

\$74.00

Sale Date	Post Date	Reference Number	Activity Since Last Statement	Amount
Payments, Credits & Adjustments				
11/07	11/05	81874453	PAYMENT THANK YOU	-2,924.79
	11/07	6557NK29	PIPERLINE ONLINE 614-5642000 OH	-104.16
Standard Purch				
10/16	10/18	M5J491B6	SAFEWAY STORE00019505 ALEXANDRIA VA	56.81
10/16	10/18	QKMSNOZF	SHELL OIL 57542188107 ALEXANDRIA VA	38.23
10/18	10/18	H4FWH700	VONAGE *PRICE+TAXES 866-243-4357 NJ	19.70
8	10/18	*SD*YR08	SHERATON LAX REST LOS ANGELES CA	30.98
9	10/19	*VW36X0J	76 / CIRCLE K 73752222 LOS ANGELES CA	13.24
10/20	10/20	640H7HNJ	THRIFTY CAR RENTAL-LAX LOS ANGELES CA	47.80
10/20	10/20	7G8SF66S	ASIAN BISTRO ALEXANDRIA VA	63.78
10/20	10/20	RMBZ5GJ3	TOTAL WINE AND MORE 203 ALEXANDRIA VA	93.41
10/20	10/20	L82SXB18	SHERATON LAX LOS ANGELES CA	125.47
10/21	10/21	KBZZG66S	LEBANESE TAVERNA WASHINGTON DC	148.20
10/21	10/21	2KJSD2YF	SHELL OIL 57542188107 ALEXANDRIA VA	36.87
10/22	10/22	1CB9232	GIANT FOOD INC #760 GROVETON VA	33.73
10/25	10/25	64TB71B6	SAFEWAY STORE00008789 ALEXANDRIA VA	21.69
10/26	10/26	37K*9100	800CONT*1-800CONTACTS 800-266-8228 UT	199.92
10/27	10/27	1351D10B	EXXONMOBIL 46998076 ALEXANDRIA VA	62.48
10/27	10/27	VYBC71B6	SAFEWAY STORE00008789 ALEXANDRIA VA	48.60
10/28	10/28	MP1TD300	TRADER JOE'S # 647 ALEXANDRIA VA	37.23
10/29	10/29	RLCQL8K4	EVENING STAR CAFE ALEXANDRIA VA	132.70
10/29	10/29	V7*08232	GIANT FOOD INC #760 GROVETON VA	65.77
11/01	11/01	13JRM66S	VOLKSWAGEN-SPRINGFIELD VA	2,524.59
11/01	11/01	SSQXLS69	LOWE'S #715 ALEXANDRIA VA	42.75
11/01	11/01	3FQCQ10B	EXXONMOBIL 47161229 ARLINGTON VA	15.97
11/01	11/01	9R1J52ZF	SHELL OIL 57542188008 ALEXANDRIA VA	39.33
11/01	11/01	KK1LMH00	GIANT FOOD INC #760 GROVETON VA	90.97
11/02	11/02	MB6L*HNJ	THRIFTY CAR RNTL-WASC52 ARLINGTON VA	102.95
11/03	11/03	K83ZP5F0	LA TASCA ALEXANDRIA VA	64.22
11/04	11/04	BBRL7RL2	TARGET 00015339 ALEXANDRIA VA	96.41
11/04	11/04	L9V1PT00	GIANT FOOD INC #760 GROVETON VA	42.25
11/05	11/05	1W9B91B6	SAFEWAY STORE00019505 ALEXANDRIA VA	10.01
11/05	11/05	030KWLJ3	VIRGINIA COLLEGE SAVINGS 804-7860719 VA	25.00
11/08	11/08	W19ND10B	EXXONMOBIL 47007794 MC LEAN VA	46.22
11/08	11/08	S14N9KYF	SHELL OIL 23628220121 ALEXANDRIA VA	69.60
11/10	11/10	X*7LQG69	SALON DEZEN ALEXANDRIA VA	83.00
11/10	11/10	WWX77XY2	DISHES OF INDIA ALEXANDRIA VA	47.62
11/10	11/10	SKTT71B6	SAFEWAY STORE00010199 ALEXANDRIA VA	28.12
11/10	11/10	QMXGFF00	GIANT FOOD INC #760 GROVETON VA	58.59
11/11	11/11	ZP9KY0B*	STARBUCKS USA 00074575 ROSLYN VA	20.00
11/11	11/11	TC3WB300	TRADER JOE'S # 647 ALEXANDRIA VA	73.03
11/12	11/12	MY8H71B6	SAFEWAY STORE00008789 ALEXANDRIA VA	12.27
11/12	11/12	YBDX8232	BUY BUY BABY #008 SPRINGFIELD VA	15.74
11/12	11/12	BJ1PZNJ3	TOTAL WINE AND MORE 202 SPRINGFIELD VA	175.54
11/13	11/13	LQTX7N00	SFI*PHOTOSBYSHUTTERFLY 510-266-8333 CA	7.17
11/13	11/13	9S3*SP00	T-MOBILE RECURRING PMT 800-937-8997 WA	78.96

CASH WHEN YOU NEED IT - It's easier than ever to get cash, up to your available Cash Advance Limit. Deposit the attached check into your bank account, or use it like any personal check. The transaction fee is 3% of the amount of the cash advance with a minimum of \$5.

SEND PAYMENTS TO: CITI CARDS PO BOX 183061 COLUMBUS, OH 43218-3061

376085

PLEASE FOLLOW PAYMENT INSTRUCTIONS ON REVERSE SIDE. PAYMENT MUST BE RECEIVED BY 5:00 PM LOCAL TIME ON 12/10/2007

VOLKSWAGEN OF AMERICA, INC.
P.O. BOX 217022
AUBURN HILLS, MI 48321-7022

VWCCWN#101=423990 26E5 (R5) 66C8 (P9)

ALEXANDRIA VA



Customer Campaign Reimbursement Claim Form

Please mail this claim form and required documentation to:

VOLKSWAGEN OF AMERICA, INC.
Attn: Campaign Reimbursement
3800 Hamlin Road
Auburn Hills, MI 48326

All campaign reimbursement questions should be directed to
the following number: 1-866-VWOA USA (1-866-896-2872)

Evening Phone - -
Daytime Phone - -

--26E5 (R5)-- 66C8 (P9)----- Campaign Code(s)
USWVWRH63B03P

ALEXANDRIA VA

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS FORM:

1. Legible copies of receipts, invoices and/or repair orders are acceptable; please keep originals for your records. **Documents will not be returned.**
2. All documentation must include:
 - The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, and who performed it.
3. Copy of the payment (cancelled check, bank statement, etc.) for the repair in question and date of payment. Requests for reimbursement may include parts, labor, fees and taxes.
4. To speed up processing of your claim:
 - Please tape small documents to an 8 1/2 x 11 sheet of paper.
 - Do not staple your documents/copies.
 - Do not highlight anything on the documents/copies.

In addition:

- > Reimbursement may be limited to the amount the repair would cost if completed by an authorized Volkswagen dealer.
- > Your claim will be acted upon within 60 days of receipt.
- > If your claim is approved, you will receive a check from Volkswagen.
- > If your claim is incomplete, you will be contacted by Volkswagen identifying the documentation that is needed to support your claim and offered the opportunity to resubmit additional documentation.
- > If your claim is denied, you will be contacted by Volkswagen concerning the reason(s) for the denial.

My signature to this document attests that all statements made in support of my request for reimbursement are true and the accompanying documents are actual copies reflecting the actual expense(s) I incurred related to this customer campaign.

Customer's Signature _____