

7/29/2008

NVS-200

To whom it may concern:

CL-10238269-7913

2008 AUG 13 PM 2:59

My name is [REDACTED], a not so satisfied consumer that recently leased a 2008 VW Eos from a dealership in Houston Texas. I have been a fan of the VW EOS since it was a concept car advertised in Motor Trend Magazine all the way back in 2004. I cut out the photograph and posted it on a bulletin board and told myself that I would have that car one day. This is just how excited I was about the car. I was under the impression that VW was an honorable and reliable car company, however, I recently purchased the EOS sometime around May 2008 and have been everything but satisfied with my purchase. I love the car, its so cute and fun to drive but I have had nothing but problems since my purchase. To start, when I was called by the dealership to pick up my plates I drove around for a week with the wrong plates on my car. I got a call about a week later from the dealership saying that I was given the wrong plates and needed to come back to the dealership for the correct plates. Needless to say I was a bit upset considering gas prices and this dealership is quite a ways from my home and work. [REDACTED]

Next, I noticed a clicking noise in my front passenger side tire. I drove with it like that for over a month thinking that maybe it was just a rock. Well after thoroughly inspecting the tire with a friend to clarify that it indeed was not a rock I took it back to the dealership on the southwest freeway where I had purchased the car to have a tech ride along with me to verify that I was hearing a noise that was not normal. The tech I spoke with alerted me that there were no available appointments for a week so I made an appointment to return but decided that this dealership was a bit far for me to drive especially when there were

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no available rentals for me to drive while my car was receiving service. I decided to take it to the service department at Momentum VW on Kirby. The service department at this location was able to get my car in the next day but was unable to give me a loaner car. I took the car in and received a phone call the next day stating that the noise could not be determined and I was asked if I wanted my car back for the weekend and if I could bring it back on Monday for further inspection. I did this and upon arriving at the dealership on Monday morning I noticed two more problems with the car. My drivers side door panel was peeling off and my convertible top was squealing and do all kinds of funky things when I would try to lower it. So after riding with a tech at this location, the tech did hear the noise and stated that he would rotate the tires to try and fix the noise. I received a call about three days later stating that my hydraulic motor had went out in my convertible top and the click in my tires had been fixed. The door panel was reported to have been red back ordered meaning that I would have to ride around with a messed up door panel for God knows how long. I just want to say that I have gotten my car back and the clicking in the tires is still there and all they did was move the noise to the back by rotating the tires. They noted on the work order that the noise was a rock stuck in the tire but this is not the case. I would like it to be noted that the noise is still there, however I am not bringing my car in again for them to work on but I will bring it back just so that they can see that the noise is still there just so that it may be noted for future major problems.

I have been thoroughly inconvenienced (having to leave work early more than twice) and feel that I should some how be compensated for my recent problems with this car after only leasing it for less than three full months. After paying over \$35000 for a car I

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would expect to not have such problems so soon especially on a car with only 2100 miles. After reviewing complaints on consumer affairs web site I can see that I am not alone in my complaints. I guess I was stupid in thinking that having a new VW would mean problem free car driving but I really would like to receive some kind of compensation for the huge inconveniences that VW and this car have caused. So to see that this matter gets properly handled I have also sent copies to The National Highway Traffic Safety Administration, The BBB, VW Arbitrator, VW Customer Service, VW America, VW Corporate, The dealerships Managers, Office of the Attorney General, VW CEO, and Consumer Affairs.

A very let down customer,

