

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

AUG 26 2010

[REDACTED]
Wychoff, NJ [REDACTED]

August 18, 2010

Stefan Jacoby, CEO/President
Volkswagon Group of America
2200 Ferdinand Porsche Drive
Herndon, VA 20171

And

Jack Daniels Motors
29-02 Broadway
Fairlawn, NJ 07410

Gentlemen:

On July 29, 2010, I was driving the brand new Volkswagon Jetta which had just recently been acquired from Jack Daniels Motors. At about 8:30 p.m., I was slowly turning into a parking space at Ramsey Interstate Shopping Center parking lot. I was inching into the space with my foot on the brake getting ready to stop the car, when suddenly it accelerated and started over a decorative divider in the parking lot. I grabbed the steering wheel with both hands and stepped down with both feet with as much force as I could muster on the brake pedal. I was leaning forward out of my seat for leverage. At first the car did not respond. It went over the divider and finally came to a stop just before it would have hit a petrified mother and a young child standing in its path. I put the car in park, turned off the motor and waited for the police with my passenger, [REDACTED] who watched my struggle.

The resulting police report is annexed. Also annexed is a copy of the letter from Diane Hawley, regional case manager of Volkswagon of America in which she advised that the car was "found to operating specifications". The experience described was terrifying. Thankfully no one was seriously injured. My legs and arms are still sore from the pressure I exerted on them, but that is subsiding. However, this car was acquired for use by my 17 year old daughter. There is no possible way that I could ever turn this vehicle over to her and risk her life, that of a passenger or that of others on the road. I myself would not get behind its wheel. Miss Hawley's letter gives no comfort. Were this unexplainable defect to occur not in a parking lot, but on a highway, I shudder to think of the consequences if the unexplained malfunction should reoccur.

This new car had approximately 326 miles on it. Request is respectfully made for its replacement by a comparable model in exchange for this one. But for two flat tires and a minor bump caused by the accident the car is as is was when it left the showroom. I intend to report this matter to the National Traffic and Safety Administration solely to let it know of the defect. I have since been told that pressure on the brake should cause the acceleration to cease. Hopefully, this car is the exception and not just one of other similar failures reported to it. In no event will this car ever be driven by any member of the [REDACTED] family. I have been driving without incident for the last 35 years and hope never to have a repeat experience like that described.

Very truly yours,

[REDACTED]



[Redacted]
Wyckoff, NJ [Redacted]

Diane Hawley Name
Regional Case Manager Title
Volkswagen Customer CARE Department
(800) 822-8987 Phone
www.vw.com Fax
E-Mail

RE: 2010 Volkswagen Jetta
Case: 100257105
VIN: 3VVRA7AJ1A [Redacted]

August 11, 2010 Date

Dear [Redacted]

Thank you for taking the time to contact us regarding the acceleration concerns you have encountered in your Jetta. As our cars are intended to deliver enjoyable driving experiences, I am sorry to learn of your concerns. I understand you are seeking to be relieved of your obligation to this vehicle, and as promised during our conversation, I am providing you our position in writing.

Volkswagen of America, Inc.
Customer CARE
3499 West Hamlin Rd.
Rochester Hills, MI 48309
Phone +1 800 822 8987
Fax +1 248 754 6504
www.vw.com

Please know it is never our wish to assess a repair need arise in one of our cars. We do, however, understand that unexpected repairs can sometimes be necessary. This is in part why we offer warranties with our cars: to provide for repairs necessary due to manufacturing shortcomings in the materials or workmanship of specified components within set time and mileage parameters. It is our goal and obligation to work within the terms of the warranties we provide to ensure our cars are operating to specifications.

In order to get more information, we contacted Pedro Martin, the Service Manager at Jack Daniels Motors. Mr. Martin has advised that every technical resource at his disposal has been engaged to diagnose your concerns, and they have found the vehicle to operating specifications. At this time, we are unable to relieve you of your obligation to this vehicle, and we will continue to service it under the terms of its Volkswagen warranties. I apologize, as I realize you were seeking a more favorable response.

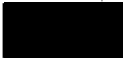
As a member of the Volkswagen family, your questions are important to us. Again, thank you for contacting us. Should the need for assistance arise in the future, please don't hesitate to contact the Customer CARE Center again at (800) 822-8987.

Sincerely,

Diane Hawley
Regional Case Manager



Wayback NJ



National Highway Traffic Safety Assoc.
(NHTSA) Office of Defects
1200 New Jersey Ave SE
West Building
Washington DC 20590

