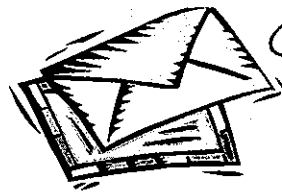


NHTSA ccmMercury Routing Slip



CL-18406369-1137

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

Printed: 6/7/2011

NHTSA #: ES11-003745
XREF #:
Delivery: MESSENGER ENV.

Rec'd Date: 6/7/2011
Doc Type: S10
Address To:

Referred By: NPO-011
Doc Date: 5/24/2011
Due Date:

S10 #: S10-110531-028

DOT/I #:

RMP #:

Subject: S10 APPROPRIATE HANDLING - COPY OF A LETTER TO JOHNATHAN BROWNING (VW) FROM [REDACTED] RE PROBLEMS WITH HER VOLKSWAGEN

Ack Date:
Sign Office: ENFORCEMENT
Cleared Date:
File Loc:
Added By: BMILLINGS x65470

Ack By:
Signature: AS APPROPRIATE
Cleared By:
XREF File:
Modified By: BERNADETTE.MILLINGS

Signed For:
Cleared For:
Closed Date: 6/7/2011

Most Recent Comment:

RECEIVED - NHTSA
2011 JUN - 8 P 4: 43
EXECUTIVE SECRETARIAT

Author:

[REDACTED]

WILMINGTON, DE [REDACTED]

Tel: [REDACTED] Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	6/7/2011		6/7/2011
NVS-010	INFORMATION	6/7/2011		6/7/2011

JUN 09 2011

MC
060911
DW



Office of the Secretary of Transportation Executive Secretariat

Control number: S10-110531-028 **Action office:** NHTSA
Document date: 5/24/2011 **Due date:**
Author(s): [REDACTED]
Subject: A Copy of a Letter to Jonathan Browning of Regarding Problems with his Volkswagen
Action: Appropriate Handling

Comments:

Date	Action	Action by
6/7/2011	Folder Acknowledged for Appropriate Handling.	BMILLINGS
5/31/2011	Folder Processed for Appropriate Handling.	AINGRAM
5/31/2011	DIST: C1,S3	AINGRAM
5/31/2011	Updated Folder Information.	AINGRAM
5/31/2011	Work Folder Assigned to NHTSA.	MPETTIFORD
5/31/2011	Incoming File Uploaded.	MPETTIFORD
5/31/2011	Control Number Created.	MPETTIFORD

Date	Note	Note by
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Wilmington, DE [REDACTED]
May 24, 2011

Jonathan Browning
President & CEO
Volkswagen Group of America, Inc.
2200 Ferdinand Porsche Drive
Herndon, VA 20171

ACTION
Is assigned to
NATSA
S10-110531-028
CONTROL NO.

RE: 2008 GTI/WVWF71K68W [REDACTED]

Dear Mr. Browning:

I write to you disturbed by a recent diagnosis of my 2008 GTI. During my May 19, 2011, 70,000 mile service at Smith VW of Wilmington, DE, I was told that I needed a new \$2300-plus turbo in a car that is 3 years old and with only 70,578 miles. The idea of this so early in the vehicle's life is unfathomable to me and I can only guess that the need for which is the result of the greed of a few in VW corporate at the compromise of my safety and quality of the parts used in the vehicle.

My husband purchased the car for me from CarSense in Pennsylvania 2008 with 8978 miles. Since that time only VW dealerships have ever serviced the vehicle, Smith, VW of Ardmore and Garnet (I have enclosed the receipts for your review). I recognize the value of proper upkeep and maintenance and choose not to take the cheap way out. How is it that a performance car, despite all preemptive measures taken to sustain the life of the vehicle, can't perform as designed and promoted three (3) years in? Why is the turbo only covered under warranty for 40,000 miles? Why am I being punished for expecting that the GTI do what it is allegedly built to do? To make it worse, there was no definitive reason given for the expiration of the turbo. It is bad enough that the car has poor gas mileage, and now the need for a \$2300 part in three (3) years is beyond any frame of reference I possess of retailer decency and feels like consumer abuse.

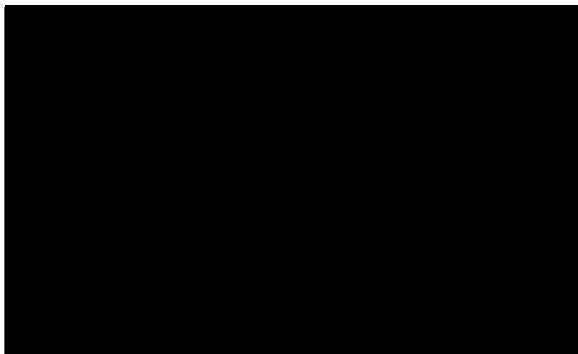
I come from a long line of VW's. My mother had two Beetles in Philadelphia, my uncle [REDACTED] the proud owner of a VW van (I think it is the original one he purchased in the 60's) in St. Paul and my sister a

Jetta in Washington, DC. I am very disappointed that the tradition has taken a very ugly and costly turn for me, but a lucrative one for Smith and Volkswagen America.

I owned a Honda Accord Coupe for 8 years prior to my 2008 VW Christmas gift, put 350,000+ miles on it and the most that ever went wrong with it was a new transmission and that was in its 7.5 year.

What, in your opinion, should be the overall life of a GTI with a good medical history? I am interested in knowing because I'd like to alert my blog readers, my electronic data base, Twitter users, Facebook users, Youtube viewers and anyone else considering buying a Volkswagen. Consumers are entitled to know the truth about the longevity, or in this case, the lack there of, of their investments. Is this the beginning of a Toyota-like scandal? Will we soon discover a cover-up for Volkswagen corporate greed at the expense of product quality and human safety?

Enclosed please find all of the VW service receipts to give you a medical history of the car as well as a snapshot of my loyalty to the vehicle. I am saddened that you don't seem to appreciate that loyalty. I look forward to hearing from you directly very soon.



CC: Dr. Martin Winterkorn, Volkswagen AG, Germany
Thomas C. Smith, Smith Volkswagen
Government Commission of the German Corporate Governance Code
Eric Hendrixson, Garnet Volkswagen
Vincent Piazza, Piazza Volkswagen of Ardmore
Francis McGowen, CarSense
Gene Nikonovich, CarSense
Better Business Bureau – Delaware
Jim Guest, Consumers Union
Tracey Davidson, Consumer Alerts – NBC10

Jim Donovan 3 On Your Side Consumer News – CBS3
Nydia Han, Consumer Reports - 6ABC
Paul Johnson, Kelley Blue Book
Don Christy, Jr., NADA Guides.com
Secretary Ray LaHood, U.S. Department of Transportation
Daniel C. Smith, National Highway Traffic Safety Administration
Jeremy Anwyl, Edmunds.com

██████████
Wilmington, DE ██████████

WILMINGTON, DE 207

24 MAY 2004 11



Secretary Ray LaHood
U.S. Department of Transportation
1200 New Jersey Avenue, SE
West Building
Washington, DE 20590

