

Subject: FW:
Date: Wednesday, July 20, 2011 9:19:38 AM
Attachments: [complain about VW jetta model 2010.pdf](#)

Report Vehicle Safety Defects!



www.safercar.gov

Sent: Wednesday, July 20, 2011 8:36 AM

Subject:

Complaint received via Portable.

MC
072511
TGW

From: [REDACTED]
To: [PortableSafetyComplaint \(NHTSA\)](#)
Subject: complain about VW jetta model 2010
Date: Tuesday, July 19, 2011 4:18:33 PM

im submitting an official complain about my new car volkswagen jetta and i thought i would send this to you first before submitting my compain the consumer affairs

More than a couple of months ago I started to hear a high nocking noise produced by the Gearbox while driving, I went to consult the Maintenance shop

in Abu rawash, there I met eng harvey who told me that the clutching system needs to be replaced , and since the spare part is not available here in egypt , he advised that they should order for the spare part from germany and it would probably take 2 months maximum , consequently i had to wait for 2 months to have my car fixed , 3 or 4 days later after the clutching system has been replaced , problem reoccured again and i hear the same nocking noise , afterall , i suspect that the part has not been replaced and that something has been done just to repair the faulty part instead of replacing it ,Unfortunately after replacing the clutching system for the second time , i had the same fault again and even the air condition is not functioning anymore !

I want to express my dissatisfaction about the bad attendance here that iam receiving from cairo service center in elobour , i can really tell how bad it is when i brought this car from volkswagen
i would demand a good customer serice to repair the problem of my car with a new car since the car is still under service gaurantee , i would like immediate replacement of this car with a new once since the same fault ocured for the 3rd time
So I decided to point out and direct my complaint to you first before submitting it to the consumer affairs and please not just forwarding the case to a negligent and incapable customer care !

Again and please react with my problem and I do expect all what's good for a very brand loyal VW customer.
Awaiting your proper action and feedback

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regards
[REDACTED]