

C1-10460499-4035

SEP - 7 2012

[REDACTED]
San Antonio, Texas [REDACTED]

August 27, 2012

The Administrator and/or
To Whom It May Concern:
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

RE: [REDACTED] Vs. Volkswagen of America, Inc.

By certificate Mail # 7006 2150 0000 4699 4920

NOTICE OF REQUESTING

I, [REDACTED] am writing my SECOND intent to request a solution for the 2003 Passat I own. The Passat has a Safety Recall No. 26E5/RE, the under body heat shield is defective. If a damaged heat shield contacts the exhaust system, there is risk of fire. Additionally, this car can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire. I received a notice from Volkswagen of America, Inc that they would like to have this heat shield replaced. In their letter it states that the fuel line will be inspected and if any adjustments need to be made their dealership will do the repairs. This concerns me. Even if the heat shield is replaced and the fuel line inspected and/or replaced if needed, I will live in fear. Every time I start the car I will be fearful

MC
091202
DW

that the car will ignite.

In Order to solve this complaint , I am requesting for Volkswagen of America, Inc, to take this 2003 VW Passat (VIN: WWYPD63B83P[REDACTED]) and replace me with the money that this car price have when I buy it: \$ 10,000.00 Dollars. I am in my early 50's and I wish to be able to start a car without the stress of what may happen.

I am requesting an answer to this letter within ten days receipt. I look forward to your reply and working with you.

In additionally , I attached copy of:

a) My First Letter complaint dated on May 25, 2012 as Exhibit A – 8 pages.

b) The Proof's of the Certificated Service of the mentioned above letter as Exhibit B – 2 pages, and

c) Copy of the E – Mail dated on August 01, 2012, and addressed to Better Business Bureau and the corresponding responds from Mary Ann Perez / Dispute Resolution Specialist as Exhibit C – 2 pages.

[REDACTED]
San Antonio, TX [REDACTED]

CERTIFICATE OF SERVICE

I hereby certify that on August 28th, 2012, I sent the foregoing "NOTICE of Requesting by U.S. Certificate Mail Service # 7006 2150 0000 4699 4920 to the Administrator and / or To Whom It May Concern: National Highway Traffic Safety Administration. At 1200 New Jersey Avenue, SE, Washington, DC 20590.

I hereby further certify that a true and correct copy will be mailed by U.S. Regular Mail Service and fax service on August 28, 2012, to the following:

1. Volkswagen of America, Inc. Volkswagen Customer Care. By fax Service at 1 (248) 754 6504 . To Whom It May Concern.
2. Ancira Volkswagen Dealership .To Whom It May Concern (6125 Bandera Rd. San Antonio, TX 78238.) By Fax Service at (210) 231- 4318.
3. Better Business Bureau. Attn" Mary – Ann Perez. RE: Case # 90224334. at 1005 La Posada Dr. Austin, TX 78752 – 3815. By U.S. Regular Mail.

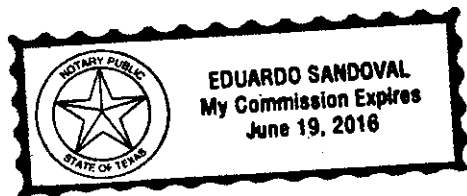
San Antonio TX

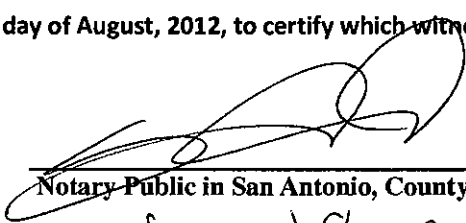
VERIFICATION

STATE OF TEXAS
COUNTY OF BEXAR

BEFORE ME, the undersigned Notary Public, on this day personally appeared [REDACTED], who, being by me duly sworn on oath deposed and said that she is the person whose name is subscribed the foregoing document of fifteen (15) pages; that the document, contains a correct and complete statements of the matters to which it relates; and that every statement contained in the document is within the personal knowledge of [REDACTED] and is true, complete, and correct.

SUBSCRIBED AND SWORN TO BEFORE ME on 27 day of August, 2012, to certify which witness my hand and official seal.




Notary Public in San Antonio, County of Bexar, Texas
June 19 2016
Expiration Date

C.C. File's. [REDACTED]

[REDACTED]
San Antonio, TX [REDACTED]
[REDACTED]

May 25, 2012

The Administrator and / on
To Whom It May Concern:
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

RE: [REDACTED] Vs. Volkswagen of America, Inc.

I, [REDACTED] notice you that I reported today, by telephone call a complaint against Volkswagen of America, Inc.

1. My main complaint is about a problem that Volkswagen notice me that my care (VIN: WVWPD63B83P [REDACTED]) have. According with this information they has decided that some 1999 – 2005 model year Passat and Passat Wagon vehicles with automatic transmissions may have an underbody heat shield that can became damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire. Also, these can have a fuel tank ventilation valve that can leak due to fracture. Additionally, this car can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire. See attached copy of Safety Recall Follow – up Notification Letter dated on April 2012, as Exhibit A – 2 pages.

2. As I can I brought my car to Ancira Volkswagen dealer located on 6125 Bandera Rd. San Antonio, TX 78238.

3. I explained to the Service Department employee that — — — — — → my reference car was show me that I have to stop driving it because the care will be on fire. I stopped driving my car and the cause of effect that I did, the fuel pump resulted affected; this according the Ancira Volkswagen dealer inspection. The cost that this company requests me to pay is \$1343.00. See attached copy as Exhibit B – 1 page.

4. I complaint to this matter and I refused to take care any action on this car because the effects of the problem was the cause of the car. This car has a lot of fabric defects that I am not responsible and this is fraud to sale to the consumers with all this problems.

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5. **In Order to solve this problem** , I Request that Volkswagen of America, Inc. takes back of this car and returns me the money that this car price have when I buy it: \$ 10,000. Dollars.

6. I am not filing safety knowing all the risks that this car has. I want to be safety when I am driving and I will not if I follow driving this car.

7. In addition I attached 1 copy of this vehicle data 1 page and 1 copy of campaigns/ actions as Exhibit C- 2 pages.

Respectfully submitted,

[Redacted Signature]

San Antonio, Texas

Telephone Number: [Redacted]

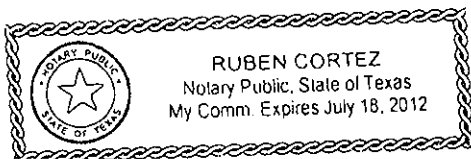
VERIFICATION

STATE OF TEXAS &
COUNTY OF BEXAR &

BEFORE ME, the undersigned Notary Public, on this day personally appeared [Redacted], who, being by me duly sworn on oath depose and said that she is the person whose name is subscribed to the foregoing document of eleven (7) page(s); that the document, contains a correct and complete statement of the matters to which it relates; and that every statement contained in the document is within the personal knowledge of [Redacted] and is true, complete, and correct.

[Redacted]

SUBSCRIBED AND SWORN TO BEFORE ME on 25 day of May, 2012, to certify which witness my hand and official seal.



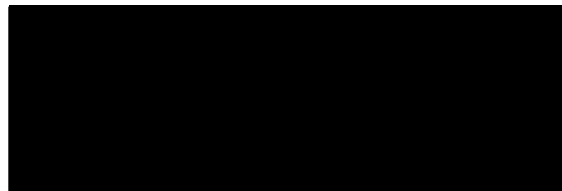
[Signature]
Notary Public in and for the state of Texas

(Page 2 of 8)
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CERTIFICATE OF SERVICE

I certify that on the 25 day of May, 2012, a true and correct copy of this **Notice of Formal Complaint** was served by U.S. Postal Mail delivered on the following:

1. To Volkswagen of America, Inc. at 3800 Hamlin Road, Auburn Hills, MI 48326 by
Certificate Mail No: 7007 1490 0001 8011 5080 . CASE No. 120278325 . Sheila
2. To Ancira Volkswagen Dealer at 6125 Bandera Rd. San Antonio, TX 78238.
3. To the Texas Attorney General Attn' Consumer Protection and / or To Whom It May Concern at 300 W. 15th Street, Austin, TX 78701
4. To Whom It May Concern: Better Business Bureau. At 1005 La Posada Dr. Austin, TX 78752



San Antonio, Texas

Telephone Number:

✓ C.C. To [redacted] files'.

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SAFETY RECALL FOLLOW-UP NOTIFICATION

You may have previously been notified about the safety recall described in this letter. According to our records, this recall has not been completed on your vehicle. Please contact your authorized Volkswagen dealer so that this recall can be performed without delay. This work will be performed for you free of charge.



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
Tel. 1 800 690 2290

April 2012

[REDACTED]
SAN ANTONIO, TX [REDACTED]

Vehicle Identification Number (VIN): WVWPD63B83P [REDACTED]

Subject: Safety Recall 26E5/R5

**1999-2005 Model Year Volkswagen Passat and Passat Wagon
(5th Generation) Vehicles**

**Install Underbody Heat Shields and Inspect/Replace Certain Fuel
System Components if Necessary**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2005 model year Volkswagen Passat and Passat Wagon (5th generation) vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that some 1999-2005 model year Passat and Passat Wagon (5th generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on

(Exhibit A - 2 pages)

(Page 4 of 8)

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4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

Precautions You Should Take

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has ¼ tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

This service will take about three hours and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer CARE Center (26E5/R5)
3800 Hamlin Road
Auburn Hills, MI 48326
1-800-893-5298

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 ✓ (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

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Page 8 of 15

(Exhibit B - 1 page)

(Page 6 of 8)

Vehicle Data

Brand:	V	VIN:	WVWPD63B83P	Country Code:	USA
Model Year:	2003	Description:	Passat Sed. GLS 125 5at	Importer:	444
Model Code:	3B34K5	Production Date:	2003-02-05	Dealer Number:	25045
Engine Code:	AWM	Delivery Date:	2003-06-17	Leasing:	-
Transmission Code:	EZS	Type Approval Number:			

Model	Color Code	Paint number (Paint No.)	Description
Exterior (body/roof)	B4/B4	LB9A	candy white/candy white
Interior	VB		flanel gray/dark platinum/flanel gray

Coverage: 20110227 - Extended Warranties USA/CAN

Status:	Active	Start Date:	2003-06-17	Start Mileage:	1 MI	Importer:	USA-444
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NOTICE: THIS WARRANTY IS VALID ONLY UNTIL THE VEHICLE REACHES THE END DATE OR END MILEAGE
DISPLAYED BELOW, WHICHEVER OCCURS FIRST.

Coverage Kind:	05	End Date:	2011-06-17	End Mileage:	999999 MI	Dealer Number:
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Coverage Type:	USCVW-WTYEXT-ED S617 OIL SLUDGE LIMITED WARRANTY EXT(0)	Sign Date:		Origin:	
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Coverage: 20110209 - Extended Warranties USA/CAN

Status:	Active	Start Date:	2003-06-17	Start Mileage:	1 MI	Importer:	USA-444
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NOTICE: THIS WARRANTY IS VALID ONLY UNTIL THE VEHICLE REACHES THE END DATE OR END MILEAGE
DISPLAYED BELOW, WHICHEVER OCCURS FIRST.

Coverage Kind:	05	End Date:	2013-06-17	End Mileage:	100000 MI	Dealer Number:
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Coverage Type:	USCVW-WTYEXT-EI ENGINE COOLANT TEMPERATURE SENSOR WARRANTY EXT(0)	Sign Date:		Origin:	
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Serial No.	Origin	Family	Description
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(Exhibit C - 2 pages)

(Page 4 of 3)

Campaigns/Actions

Vehicle Data

VIN: WVWPD63B83P [REDACTED]

Campaigns/Actions

Serial No.	Service Number (Campaign Code)	Start Date	Description	Repair Date	Applicable Criteria ID(s)	Campaign/Action Status
1	<u>M700</u>	2006-03-21	A-RECALL - Fuel Pump	2006-06-09	01	Closed
2	<u>N400</u>	2006-11-27	A-RECALL - Brake Light Switch		03	Open
3	<u>26EB</u>	2008-06-13	A-RECALL - Underbody Heat Shield(s), Fuel Line, Fuel Tank		05	Open
4	<u>28EB</u>	2009-10-23	A-SERV_ACT - Ignition Coils		01	Open

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7007 1490 0001 8011 5080

U.S. Postal Service		
CERTIFIED MAIL RECEIPT		
(Domestic Mail Only; No Insurance Coverage Provided)		
For delivery information visit our website at www.usps.com		
AUBURN HILLS MI 48326		
Postage	\$ 0.65	0205
Certified Fee	\$2.95	03
Return Receipt Fee (Endorsement Required)	\$2.35	Postmark Here
Restricted Delivery Fee (Endorsement Required)	\$0.00	
Total Postage & Fees	\$ 5.95	05/25/2012
Sent To		
Volkswagen of America, Inc.		
Street, Apt. No., or PO Box No. 3800 Hamlin Road		
City, State, ZIP+4 Auburn Hills, MI 48326		
PS Form 3811, February 2004 See Reverse for Instructions		

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. - Print your name and address on the reverse so that we can return the card to you. - Attach this card to the back of the mailpiece, or on the front if space permits.		A. Signature ☒ <i>L. Rupp</i> ☐ Agent ☐ Addressee B. Received by (Printed Name) <i>L. Rupp</i> C. Date of Delivery MAY 25 2012 D. Is delivery address different from item 1? ☐ Yes If YES, enter delivery address below: ☐ No	
1. Article Addressed to: Volkswagen of America, Inc. To whom it May Concern, 3800 Hamlin Road, Auburn Hills, MI 48326		3. Service Type ☒ Certified Mail ☐ Express Mail ☐ Registered ☐ Return Receipt for Merchandise ☐ Insured Mail ☐ C.O.D.	
2. Article Number (Transfer from service label)		4. Restricted Delivery? (Extra Fee) ☐ Yes	

7007 1490 0001 8011 5080

PS Form 3811, February 2004

Domestic Return Receipt

102595-02-M-1540

Page 12 of 15

DOWNTOWN STATION
SAN ANTONIO, Texas
782059998

4879830205-0095

05/25/2012 (210)212-8066 04:31:40 PM

===== Sales Receipt =====
Product Sale Unit Final
Description Qty Price Price

2011 1 \$0.56 \$0.56

Forever

Stamp

Envelope

#10 WAG

WASHINGTON DC 20590

\$0.65

Zone-6 First-Class

Letter

1.50 oz.

Customer Postage

-\$0.45

Issue PVI:

\$0.20

SAN ANTONIO TX 78238

\$0.65

Zone-1 First-Class

Letter

1.50 oz.

Customer Postage

-\$0.45

Issue PVI:

\$0.20

2011 1 \$0.56

\$0.56

Forever

Stamp

Envelope

#10 WAG

2011 1 \$0.56

\$0.56

Forever

Stamp

Envelope

#10 WAG

AUSTIN TX 78752

\$0.65

Zone-2 First-Class

Letter

1.50 oz.

Customer Postage

-\$0.45

Issue PVI:

\$0.20

2011

1

\$0.56

\$0.56

Forever

Stamp

Envelope

#10 WAG

AUSTIN TX 78701

\$0.65

Zone-2 First-Class

Letter

1.50 oz.

Customer Postage

-\$0.45

Issue PVI:

\$0.20

2011

1

\$0.56

\$0.56

Forever

Stamp

Envelope

#10 WAG

AUBURN HILLS MI

\$0.65

48326 Zone-6

First-Class Letter

1.70 oz.

Expected Delivery: Tue 05/29/12

Return Rpt (Green

\$2.35

Card)

Certified

\$2.95

Label #: 70071490000180115080

Customer Postage

-\$0.45

Issue PVI:

\$5.50

Total:

\$9.10

Paid by:

Debit Card

\$9.10

Account #: XXXXXXXXXXXX

Approval #: 083117

Transaction #: 414

23903480622

Receipt#: 001588

Bill#: 1000501209562

Clerk: 03

Customer Copy

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Correo | Contactos | Agenda | Bloc de notas | ¿Qué hay de nuevo? | Correo en el celular | Opciones

Revisar correo | Nuevo | Búsqueda de correo

Última versión de Correo Yahoo!

Anterior | Silencio | Volver a mensajes

Marcar como no leído | Imprimir

Borrar | Responder | Reenviar | Spam | Mover...

RE: Case # 90224334: Ancira Volkswagon Kia

martes, agosto 7, 2012, 8:26 am

De: "Mary Ann Perez" <MPerez@austin.bbb.org>

A:

I am in the process of reviewing your case and will get back to you by the end of the day Friday, August 10.

Sincerely,

Mary Ann Perez | Dispute Resolution Specialist

Tel: 512.206.2829
Fax: 512.445.2096
Email: mperez@austin.bbb.org
www.bbb.org | Start With Trust

BBB
1005 La Posada Drive
Austin, Texas 78752

2011 BBB Marshall A. Mott
award winner for overall
excellence in communications



2011 BBB Marshall A. Mott
award winner for overall
excellence in communications



From: [Redacted]
Sent: Wednesday, August 01, 2012 4:34 PM
To: Mary Ann Perez
Cc: [Redacted]
Subject: RE: Case # 90224334: Ancira Volkswagon Kia

August 01, 2012

Better Business Bureau
1005 La Posada Dr
Austin, TX 78752-3815
Tel: (512) 445-2911 Fax: (512) 445-2096

Attention to: Mary Ann Perez.
RE: Case # 90224334: Ancira Volkswagon Kia.

Dear Mrs. Perez

I am here responding your letter and affirming that the complaint with Ancira Volkswagon in not resolved yet. On my last conversation with the manager he intent to persuade me on the way that I have to fix the car and change the gasoline pump in order to cheque if the motor was not damage for the heat of the car defect problem that it have.

They told me that if I not agree with them , they will returned the car to my home address and live it in the parking lot of my apartments.

I follows complaining that this car can not be fixed because it have a defect of fabric and as a matter of fact it can get fire and I will lost my live and getting burn too.

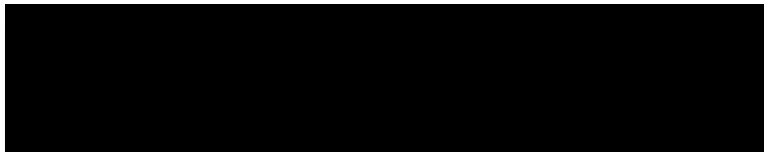
I do not fill comfortable thinking that this is not a safty car for me. I do not want die burne. Please help me because they only send you a part of my second responds that I did. They omitted the first page. Please requesten them.

Sincerely

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[REDACTED]

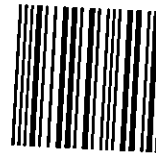
C.C. [REDACTED] files".



San Antonio, Tx



1000



20590

U.S. POSTAGE
PAID
SAN ANTONIO, TX
78205
AUG 28, 12
AMOUNT

\$6.15
00088765-03

DOT Mailroom

TO: W40- 304

Building: DOT

Mailstop: 4 West

Route Sym: NOA-010

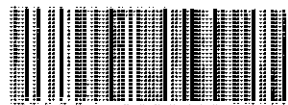
external carrier: Certified

Sender:

Manufacturer:

Purchase Order:

Item 1 of 1



700002 10000000469949220

9/6/2012 12:18:51 PM

100-010-204

To the Administrator
and for to whom It
May Concern:
National Highway Traffic
Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590.