

JUN - 1 2012

San Antonio, TX

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.

MC
060112
Dw

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]

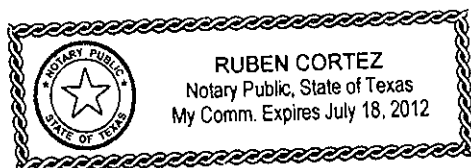
VERIFICATION

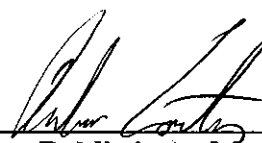
STATE OF TEXAS &
COUNTY OF BEXAR &

BEFORE ME, the undersigned Notary Public, on this day personally appeared [Redacted] who, being by me duly sworn on oath deposed 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.





Notary Public in and for the state of Texas

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'.

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. 1 800 693 5256

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

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. 1 800 693 5255

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

USA

Page 6 of 8

Vehicle Data

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:			

Color Trim

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

Enhanced Coverage

Coverage: 20110227 - Extended Warranties USA/CAN

Status:	Active	Start Date:	2003-06-17	Start Mileage:	1 MI	Importer:	USA-444
----------------	--------	--------------------	------------	-----------------------	------	------------------	---------

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:	
-----------------------	----	------------------	------------	---------------------	-----------	-----------------------	--

Coverage Type:	USCVW-WTYEXT-ED	Sign Date:		Origin:	
	S617 OIL SLUDGE LIMITED WARRANTY EXT(0)				

Coverage: 20110209 - Extended Warranties USA/CAN

Status:	Active	Start Date:	2003-06-17	Start Mileage:	1 MI	Importer:	USA-444
----------------	--------	--------------------	------------	-----------------------	------	------------------	---------

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:	
-----------------------	----	------------------	------------	---------------------	-----------	-----------------------	--

Coverage Type:	USCVW-WTYEXT-EI	Sign Date:		Origin:	
	ENGINE COOLANT TEMPERATURE SENSOR WARRANTY EXT(0)				

PR Numbers

☐ Serial No.	No.	Origin	Family	Description
-------------------------------------	-----	--------	--------	-------------

Exhibit C - 2 pages

Page 7 of 8

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>26E5</u>	2008-06-13	A-RECALL - Underbody Heat Shield(s), Fuel Line, Fuel Tank		05	Open
4	<u>28F3</u>	2009-10-23	A-SERV_ACT - Ignition Coils		01	Open

Page 8 of 8

[REDACTED]
San Antonio Tx [REDACTED]



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