

ELLEN F. ROSENBLUM
Attorney General



CL-10481701-7446

MARY H. WILLIAMS
Deputy Attorney General

DEPARTMENT OF JUSTICE
CIVIL ENFORCEMENT DIVISION

OCT 16 2012

1162 Court Street NE
Salem, OR 97301-4096
Telephone: (503) 934-4400
Fax: (503) 378-8910
TTY: (800) 735-2900

October 8, 2012

[Redacted]

EAGLE CREEK OR [Redacted]

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

Re: Our File Number: FF8705-12
Complaint About: VOLKSWAGEN OF AMERICA

It appears, per your phone message that the above named business was not able to repair the GPS as promised and you further stated this has not been resolved , we have forwarded your complaint to agency listed below.

This agency may or may not pursue this matter. If they are able to help, they will contact you.

We appreciate it when the public writes to us, as you have, about consumer problems. By attempting to avoid duplicating the work of other government agencies, we keep our staff available to assist consumers who have nowhere else to turn.


Alicia G. Suarez
Enforcement Officer

cc: ~~NHTSA~~ HEADQUARTERS
1200 NEW JERSEY AVE SE
WEST BUILDING
WASHINGTON DC 20590

ET
10/16/12
TW

ELLEN F. ROSENBLUM
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CIVIL ENFORCEMENT DIVISION

1162 Court Street NE
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August 28, 2012

VOLKSWAGEN OF AMERICA
3800 HAMLIN RD
AUBURN HILLS, MI 48326

Re: FF8705-12
[REDACTED]

We have received the enclosed consumer complaint about your business. We understand that there are often two sides to a problem, and we would appreciate your prompt review of this matter.

We do not represent the complainant. We do, however, review all complaints to determine whether grounds exist to warrant action by us. Your response to the allegations in the complaint would help us to make that determination.

In the interest of efficiency, we prefer that you respond directly to the complainant and email a copy of your response to our office. Please include the file number shown above on the subject line of your email. Alternatively, you may respond to us by regular mail. The response you send regarding this complaint will be part of the public record maintained by the Department of Justice.

Preferred Email Address: alicia.suarez@doj.state.or.us

We would appreciate receiving your response within fifteen (15) days of receipt of this letter. Please feel free to attach any documents which you think are relevant in explaining your position. If after your response you hear nothing further from us, you may consider this matter closed.

Alicia Suarez
Enforcement Officer

Enclosure:
Consumer Complaint
EZ-E1

Mailing Address: 1162 Court St. NE, Salem, OR 97301-4096
Physical Address: 340 Vista Ave SE, Salem, OR 97302-4546
Consumer Line: (503) 378-4320 (Salem only), 229-5576 (Portland only) or Toll Free 1-877-877-9392
Hotline Hours: 8:30 a.m. to 4:30 p.m., FAX (503) 378-8910, TTY: (800) 735-2900 Website: www.doj.state.or.us

Ellen F. Rosenblum
Attorney General



Portland Area (503) 229-5576
Salem Area (503) 378-4320
Toll Free Area (877) 877-9392
Fax (503) 378-8910
www.doj.state.or.us

OREGON DEPARTMENT OF JUSTICE
CONSUMER COMPLAINT FORM

RECEIVED
AUG 14 2012
CIVIL ENFORCEMENT DIVISION

Please Note the Following:

Under Oregon Law, the Attorney General cannot act as your private attorney or give you legal advice. Deadlines may prevent you from starting a lawsuit if you wait too long. Filing this complaint does not change those deadlines or guarantee the results you want. You may wish to contact a private attorney.

- 1. Please use dark ink. Type or print clearly.
- 2. Return this form with copies of important papers.
- 3. Keep your original papers.
- 4. Attach any additional explanation.

First Name Middle Initial Last Name

Mailing Address

Eagle Creek OR Zip

Day Phone Evening Phone Cell phone number Email address

Volkswagon of America / ARMSTRONG VW
Name of Business or person about which you are complaining

3500 Hamlin Rd
Mailing/Street Address

Auburn Hills, MI 48326 State 20000 McLaughlin Blvd, Glastonbury, CT 97027 Zip

1-800-822-8987 Phone 1-800-888-6945

Date of Transaction(s): 5/5/2010 / 7/29/2011 / 8/8/2012 How much money, if any, do you believe you lost?

Whom have you contacted regarding your complaint?

Attorney I am not requesting action on this complaint.

Business ARMSTRONG VW YES NO Would you like info on **Veteran's Benefits?**

Other VOLKSWAGEN OF AMERICA, INC. Over 65?

If you would like to receive **SCAM ALERTS**, print your email address:

FOR OFFICIAL USE ONLY			
FF #: 8705-12	Comp. Code: C253	Bus Code: 33611	Rec'd From: \$350.00
Comp. Code: C561	Bus Code:	Ltr Type: E1	Ref'd To:
Closing Code:	Rtn to:	Notify:	Override S/H: <input type="checkbox"/> -Yes <input type="checkbox"/> -No
Cc:			Display: <input type="checkbox"/> -Corp. <input type="checkbox"/> -Local
			Mail: <input type="checkbox"/> -Corp. <input type="checkbox"/> -Local
			Uncheck: <input type="checkbox"/> -Cons.Comp. <input type="checkbox"/> -Websrch
<input checked="" type="checkbox"/> -ADS <input type="checkbox"/> -HJM <input type="checkbox"/> -MML <input type="checkbox"/> -GJD			DM#1872911 Rev. 6/27/12

DETAILS OF COMPLAINT
(attach additional pages if necessary)

If your complaint is about a cell phone account, please list the cell phone number here: On 11/20/2009 I

purchased a 2010 Volkswagen Jetta Sport wagon with a factory installed
GPS. VIN# 3VWTL9AT4AM6 [REDACTED] When attempting to enter my Florida
destination while departing Portland, OR I get the visible announcement that
(route guidance to this destination is not possible) there have been a number
of other locations it will also not accept. When returning from Florida in May
2010 I contacted the dealer Armstrong VW and was advised to contact VW of America
On May 5, 2010 I contacted VW and presented the problem. It was assigned a
case # of 100168656. I did not hear anything so I contacted VW of America
on July 29, 2011 at which time they sent a \$200.00 dollar voucher for me to
take to Armstrong VW for a software update which was supposed to solve the
problem. The update was installed and did not cure the problem.

By my signature below, I understand a) this complaint will become part of DOJ's permanent records and is subject to Oregon's Public Records Law; b) this complaint may be released to the business or person about whom I am complaining; c) this complaint may be referred to another governmental agency. By my signature below I authorize any party to release to the DOJ any information and documentation relative to this complaint.

[REDACTED] 8-11-2011 Over 65?
 Signature Date

9702235742

[REDACTED] Fogle Creek, OR

[REDACTED]

ZIP 97302
011D11611364



\$00.45



Hasler 08/10/2012

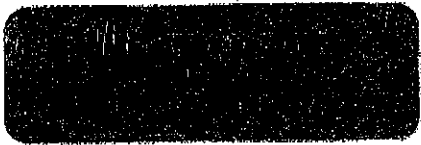
[REDACTED]

Oregon Department of Justice
 Financial Fraud/Consumer Protection Section
 1162 Court St., NE
 Salem, OR 97301-4096

MAIL YOUR COMPLAINT TO:

The dealer Armstrong VW said they would check into this. I did not hear anything and during this time the GPS quite working completely. On 7/2/2012 I took the vehicle in to Armstrong VW and they repaired the GPS but it did not solve the software problem with destination. Again I was told they would check into this. On 8-1-2012 the vehicle was in for service and I ask about the GPS. I was advise the a new update was out and it took care of the problem but I needed to call VW of America and get it authorized. On August 3, 2012 I called VW of America and explained the situation. After talking to me for quite some time and making every excuse in the world they ask me how many miles I had on the car. It was approx 100 miles of the 36000 mile guarantee limit and they said it was out of warantee and there was nothing they could do but I could purchase the new update for \$250.00 and that would fix the problem. This is not write the problem was never fixed and this was verified by Armstrong VW to VW of America.

P.S. Thank You for your concern and help.



PORTLAND OR 970

13 AUG 2012 PM 5 1



Oregon Department of Justice

Consumer Protection Section

1162 Court St NE

Salem, OR 97301

57301409699



Suarez Alicia

From: Tosetti, Jason <Jason.Tosetti@vw.com>
Sent: Monday, September 10, 2012 7:31 AM
To: Suarez Alicia
Subject: Complaint # FF8705-12 - [REDACTED]
Attachments: 20120910101823043.pdf

Ms. Suarez,

Attached, please find a copy of our response to the above referenced complaint. This response is being sent directly to [REDACTED]

Jason Tosetti
Mediation Arbitration Analyst
Mediation Arbitration Department
Volkswagen Group of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
Phone: 248-754-4323
Fax: 248-754-6504
E-Mail: jason.tosetti@vw.com

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, copying or alteration of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system immediately and notify the sender by reply e-mail, fax or by calling the phone number listed on the message. We will then be able to correct our records. We appreciate your cooperation and thank you for your assistance. Volkswagen Group of America, Inc.



[Redacted]
Eagle Creek, OR [Redacted]

Jason Tosetti Name
Analyst Title
Mediation/Arbitration Department
(248) 754-4323 Phone
(248) 754-6504 Fax
Jason.Tosetti@vw.com E-Mail

September 10, 2012 Date

RE: 2010 Volkswagen Jetta SportWagen
Case: 120533001
VIN: 3WWTL8AJ4AM [Redacted]

Dear [Redacted]

Volkswagen of America, Inc.
Customer CARE
3800 Hamlin Road
Auburn Hills, MI 48326
Phone +1 800 822 8987
Fax +1 248 754 6504
www.vw.com

This letter is in response to the recent correspondence we received from the state of Oregon's Department of Justice regarding the above referenced vehicle. Volkswagen appreciates the opportunity to respond to your concerns.

As a gesture of goodwill, Volkswagen of America, Inc., an organizational unit of Volkswagen Group of America, Inc., will agree to pay to you \$250.00.

The above-stated offer is made in the interest of goodwill only and is an attempt at a fair resolution to this matter. It is not an admission of liability or non-conformity under state or federal law. This offer will remain valid for 15 days from the date of this letter.

If this offer is agreeable to you, please sign below where indicated and return this letter to my attention via fax, mail, or e-mail. This offer will remain valid for 15 days from the date of this letter.

Should you have any questions, please feel free to contact me directly. Once again, thank you for the opportunity to respond to your concerns.

Agreed & Accepted,

[Redacted] Date

Sincerely,

Jason Tosetti
Mediation/Arbitration Analyst

Suarez Alicia

From: Suarez Alicia
Sent: Friday, September 21, 2012 2:55 PM
To: 'Tosetti, Jason'
Subject: RE: Complaint # FF8705-12 - [REDACTED]

Thank you for resolving this complaint.



Alicia Suarez / Enforcement Officer
Oregon Department of Justice / Civil Enforcement Division
1162 Court Street NE, Salem, OR 97301
Phone: 503.934.4400 / Fax: 503.378.8910
alicia.suarez@doj.state.or.us

From: Tosetti, Jason [<mailto:Jason.Tosetti@vw.com>]
Sent: Thursday, September 20, 2012 10:36 AM
To: Suarez Alicia
Subject: Complaint # FF8705-12 - [REDACTED]

Ms. Suarez,

As a follow up to this complaint, [REDACTED] has declined our offer. We have however been able to reach an amicable solution. [REDACTED] will be contacting his local Volkswagen dealership to schedule an appointment to have the latest navigation software installed on his vehicle, at no cost to him. Please let me know if you have any questions. Thanks.

Jason Tosetti
Mediation Arbitration Analyst
Mediation Arbitration Department

Volkswagen Group of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

Phone: 248-754-4323
Fax: 248-754-6504
E-Mail: jason.tosetti@vw.com

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Defects
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