

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

[REDACTED]
Mentor< Ohio [REDACTED]

October 14, 2012

NOV 13 2012

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Dear Sirs:

This request is about our 2010 Volkswagen Golf auto which has a VIN identity of WVWDA7AJ0AW [REDACTED] and is titled in the name of [REDACTED] Family Estate.

Since the purchase of the new Golf in 2010, we have had five false low tire pressure warning light indications from the tire pressure monitoring system (TPMS). Service technicians found no indication of low pressure in any tire. They reset the TPMS via a program software update. I have determined via the internet that this seems to be a problem for other Volkswagen owners. I now wonder if the software updates being performed are covering up component defects.

Since past efforts have been unsuccessful, I am concerned that another failure will occur when the auto warranty expires. I have been unsuccessful in a request to have Volkswagen Customer Care provide me with assurances that they will extend the warranty to cover the cost of parts and services that may be required to correct any future false low tire pressure warning light indications. (See attached letters.)

Since the TPMS is a Federal requirement (FMVSS 138), I am requesting your help in resolving this issue with Volkswagen. Your assistance in resolving the technical problem and/or having the warranty extended until the problem is corrected will be appreciated. If there are any questions, I can be reached at [REDACTED]

Sincerely,

[REDACTED]

ET
11.14.12
AFW

September 15, 2012

[REDACTED]
Mentor, Ohio [REDACTED]

Volkswagen Customer Care Center
3800 Hamlin Road
Auburn Hills, MI 48326

Dear Sirs:

Since I purchased our Golf auto [VID- WWWDA7AJOW [REDACTED]] in May of 2010, I have experienced numerous false valve pressure alarms. These failures have no relationship to traveled distance or time. Through contacts with your Care Center I have been informed that case number 120536607 has been assigned to this problem.

On each occasion the local Volkswagen service personnel have reprogrammed the associated software. Although past efforts have been failures they anticipate that the latest software change of 9/11/2012 will be successful. I think you will understand my apprehension.

I have expressed my concerns about this problem extending beyond the warranty date of May 2013. The local service personnel have indicated that because this has been a reoccurring problem that Volkswagen will likely take care of any future repeats. I understand that they cannot provide me with any guarantee that this will happen.

Therefore, I am requesting that Volkswagen please prove me with a written statement that the service and parts warranty for the valve pressure system will be extended to cover any future false alarms. This will help me and my wife if we encounter any difficulties with local service groups.

Your assistance in resolving this issue will be appreciated. If there are any questions I can be reached at [REDACTED]

Sincerely,

[REDACTED]



[REDACTED]
Mentor, OH [REDACTED]

Rebekah B. Name
Customer CARE Advocate Title
Volkswagen Customer CARE Department
(800) 822-8987 Phone
Fax
www.vw.com E-Mail

RE: 2010 Volkswagen Golf
Case: T20536607
VIN: WWDA7AJ0AW [REDACTED]

September 28, 2012 Date

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

I received your letter regarding the concerns you have with your Golf's tire pressure monitoring system (TPMS). I am sorry to learn of the troubles you have encountered, and I understand you would like Volkswagen to provide assistance should repairs to the TPMS be needed once your New Vehicle Limited Warranty (NVLW) expires. I appreciate the opportunity to respond.

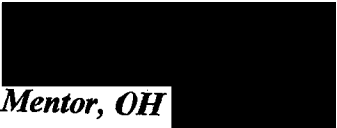
It is because we stand behind our products that we have warranties in place in case of manufacturing shortcomings for specified time and mileage. I regret we are unable to expressly guarantee that Volkswagen will cover the cost of parts and services should future repairs be needed to the TPMS.

Be assured, I have included your letter in your case and the details of your concerns are recorded for Volkswagen's reference. If a concern does arise after the expiration of the NVLW, please know Volkswagen will be happy to evaluate any request you have for assistance on a case-by-case basis.

If I may be of further assistance regarding this, or any other matter, please don't hesitate to contact me through our Customer CARE Center at (800) 822-8987. If I am not available, one of my colleagues will be able to assist you.

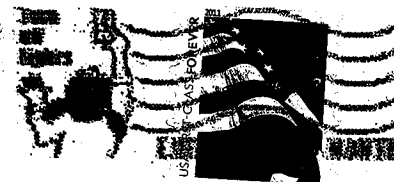
Sincerely,

Rebekah B.
Customer CARE Advocate


Mentor, OH

CLEVELAND OH 440

15 OCT 2012 PM 3 L



NHTSA HEADQUARTERS

1200 NEW JERSEY AVE., SE

WEST BUILDING

WASHINGTON, DC 20590

