



State of Wisconsin
Governor Scott Walker

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

NVS-200
CL-10533574-5883

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

June 25, 2013

JUL 31 2013

VOLKSWAGEN GROUP OF AMERICA
2200 FERDINAND PORSCHE DR
HERNDON VA 20171

RE: **File 558978** (Refer to this number when contacting our agency)

[Redacted]

BROOKFIELD WI [Redacted]

Dear Sir/Madam:

I received a complaint from [Redacted] concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to [Redacted] and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

David J. Solie
Consumer Protection Investigator
Bureau of Consumer Protection
Fax: 608-224-4939
Email: David.Solie@wisconsin.gov
 www.facebook.com/wiconsumer

Enc.:

CC: NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
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Wisconsin Department of Trade and Consumer Protection
2811 Agriculture drive, P.O. Box 8911
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WDATCP
MAY 17 2013
Division of Trade &
Consumer Protection
Madison, WI

May 14th, 2013

Subject: Motor vehicle complaint against Volks Wagen of America, 3800 Hamlin Road, Auburn Hills, MI , 48326

Dear Sir / Madam

I am sure you will be shocked and appalled as I am when you will learn my experience with the "The all-new Hall imports located at 19809 W Bluemound Road, Brookfield WI 5045 and Volks Wagen Touareg. From this dealer ship I bought VW Touareg Vin # WVGZG77LX6D ██████████ on August 24th 2005. This was custom ordered fully loaded SUV. It had problems from the beginning and all the repairs and scheduled maintenances have been performed at this dealership.

The following is the list of *major repairs which were performed on this vehicle.

- 2-7-06 Malfunction of the navigation unit. Removed and reinstalled (warranty)
- 1-14-08 - Mileage 35477: Some sort of repair with oil and filter change. Paid by me the customer.
- 5-1-09 - Mileage 41591: Replaced front and rear brakes and corrected EVAP valve's faulty codes. (EVAP Purge valve codes covered under warranty)
- 5-28-09 - Mileage 41940: Replaced EVAP purge valve and reset codes (Only 4 weeks later)(Warranty)
- 4-15-10 - Mileage 46764: Replaced ignition coils – Recall
- 3-16-11 - Mileage 54547: Oil leakage from the oil pan - Found loose bolts with no sealant on them: Manufacturer deficiency but as a customer I had to pay for the repair.
- 5-10-11- Mileage 55928: Corrosion built up in the sensor and wiring of the head light. Replaced and repaired the wiring and head light. ***Importantly check engine light was going on again. It happened to be the faulty purge valve again. This purge valve was just replaced on 5-28-09 at mileage 41940. **At this time the purge valve was replaced again.** ^^I paid for this entire repair.
- 5-26-11 - Mileage 56294: Check engine light started going on and off again. Same faulty purge valve. This time the service manager BOB was warned that if the service dept and VW fails to take care of this vehicle's multiple issues of bringing back, " this VW Touareg will stay at the dealership and I will get legal help". I have already bought Nissan Rogue because this VW Touareg was neither safe nor trusted. The service manager Bob has arranged a qualified engineer from the VW of America to fully test this vehicle. As per Bob this Touareg was checked by this engineer and he could not find any problems with the purge valve. **Did this service dept at The Hall imports replaced this EVAP purge valve on 5-28-09 with a new one?**
- 8-27-12 - Mileage 66198: While driving on the freeway I 94 , felt vibrations and heard loud noises under center arm rest. " Scared the " !@# \$" out of me because it felt like the gear box is Shatterd. This time the propeller shaft was broken. Also found out that the

front brakes pad material is metal on metal. Both front and rear brakes were replaced on 5-1-09 at mileage 41591. **This time brake pads lasted only 24600 miles. Same driver, same job and no change in driving habits.** This concern was brought to the service manager Bob and he simply replied "brakes can wear off". Propeller shaft was replaced but I had to pay part of the cost of this repair.

9-4-12 - Mileage 66241: Front brakes replaced and paid for the cost of repair. Started using Touareg only as a substitute vehicle.

3-5-13 - Mileage 68944 : oil and filter change. Also required replacement of the left HID Bulb (Gas Bulb) Service personal also noted leakage of the water pump. My wife and I have Noticed some sort of fluid leakage under the engine. **Most bothersome to us is that this leakage has increased at least 100 fold since I have gotten this vehicle back from this most recent repair.**

*** I may have lost paper work for one or two additional repairs for the electrical and wiring issues.

Volkswagen seems to have difficulty manufacturing good quality SUV's .

My most recent visit to the service department of this dealership has made me doubt the dealership's quality control services.

The cost of repair on these vehicles is enormous.

Enclosed you will find the response letter from the dealership Hall Imports through the BBB of Wisconsin.

My response to this letter from Hall imports is as follows;

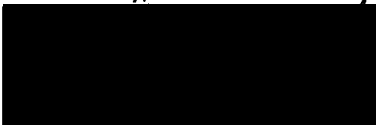
- 1) We have been fortunate enough to have a variety of company and personal cars in the last two decades. **VW Touareg is the only vehicle in which the Evap purge valve has to be replaced (not once but twice) and the propeller shaft broke. These were the inherent problems in this vehicle and to the best of my knowledge the company VW did not make a recall to address these issues.**
- 2) The dealership's claim that the manufacturer's warranty on the purge valve as well brakes is only 12000 miles , **this I find absurd.**

In the last two months I have sent emails and spoken to the personnel of Volkswagen and I cannot believe that Volkswagen has failed to stand behind their product.

**** Why has the Federal Trade Commission allowed VW to continue selling these unsafe and Unreliable SUV's in the United States?**

Thank you, and I look forward to hearing from you soon.

Sincerely,



**CC : The Federal Trade Commission, 600 Pennsylvania Ave, NW Washington , DC 20580
Volks Wagen of America, 3800 Hamlin Road, Auburn Hills, MI 48326.
The BBB of Wisconsin for records.**



**Department of Agriculture,
Trade & Consumer Protection**

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