



CL-10618555-9015

ATTORNEY GENERAL OF MISSOURI

JEFFERSON CITY

65102

CHRIS KOSTER
ATTORNEY GENERAL

P.O. Box 899
(573) 751-3321

July 8, 2014

[REDACTED]
St. Louis, MO [REDACTED]

JUL 18 2014

RE: Complaint No. CF-2014-09501

Bommarito Volkswagen

Dear [REDACTED]

Thank you for contacting The Missouri Attorney General's Consumer Complaint Unit. I reviewed your complaint carefully and determined that it does not generally fall within the scope of matters handled by the Complaint Unit.

I have forwarded your complaint to the NHTSA Headquarters, 1200 New Jersey Av, SE, West Bld, Washington, DC 20590.

Should you require assistance in the future, please contact the Consumer Protection Hotline at 1-800-392-8222 or visit our web site at www.ago.mo.gov.

Sincerely,

CHRIS KOSTER
Attorney General

Kelly Maddox

Kelly Maddox
Consumer Advocate
Consumer Protection Division

AM
8114
SMD

Consumer Complaint Form



RETURN TO: Attorney General's Office
Consumer Protection Unit, PO Box 899
Jefferson City, MO 65102

Missouri Attorney General
Chris Koster

Phone: 800-392-8222
Web: www.ago.mo.gov

CONSUMER INFORMATION

NAME [REDACTED]
ADDRESS [REDACTED]
St. Louis MO [REDACTED]
COUNTY St. Louis
HOME PHONE [REDACTED]
WORK PHONE [REDACTED]
E-MAIL [REDACTED]

COMPANY INFORMATION

NAME Bommarito Volkswagen
CONTACT Paul - Service Consultant
ADDRESS 400 Brookes Dr.
Hazelwood MO 63042
COUNTY
PHONE 314-731-7777
WEBSITE <http://www.bommaritovwhazelwood.com/>
E-MAIL

TRANSACTION INFORMATION

DATE OF TRANSACTION/PURCHASE AMOUNT PAID \$0.00 PAYMENT METHOD Other

HOW AND WHERE DID YOU LEARN ABOUT PRODUCT OR SERVICE?

It is the closest dealer to my house and had the best Google ratings

DID YOU SIGN A CONTRACT, WARRANTY AGREEMENT OR SIMILAR PAPERS? Yes

BRIEFLY EXPLAIN YOUR COMPLAINT

I am more collecting information at the moment. I own a 2010 Volkswagen Golf TDI and I have had two major issues with the car. The first issue was back in July 2013. Unexpectedly the car died on the highway. When I took it into the Bommarito dealer we found out that the fuel system had completely malfunctioned and sent metal shards throughout the entire fuel system. Luckily the car was within warranty by 10 days but this would have been a \$7,000 fix. A couple of months later I noticed that the air wasn't functioning properly. It was taking 10-15 minutes to get cold. I took it in around October and Bommarito told me they couldn't figure out the problem until they went deeper into the system and with fall and winter on the way it was decided to wait until spring to look at the issue again. With the car being out of warranty I have been taking it to another reputable shop in town. I took it in this week and they are telling me that my compressor is failing and needs to be replaced along with the receiver dry and expansion valve and have quoted me \$1,700. I called VW Bommarito and I am bringing the car in for a second opinion on Monday but with what I have told them they are thinking just the compressor needs to be replaced and have quoted me \$965. This is just all the background. My question for you is, do I have any recourse in asking VW to pay for this fix? The service consultant said they have started to see some of these compressors fail this early but there is no talk of a recall. This is a less than 4 year old car and I have taken it to all the recommended service appointments and the car has never been in an accident. Bottom line, I have had two major malfunctions in this car in one year and I am just waiting for the next thing that is going to fail. I want VW to pay for the fix. Any advice would be much appreciated. Thank you.

WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT?

I have emailed the VW Customer Service

HOW DO YOU WANT THIS COMPLAINT RESOLVED?

Repair -

HAVE YOU BEEN SUED OR FILED A LAWSUIT ABOUT THIS COMPLAINT? No

NAME OF ANY AGENCY CONTACTED

CF-2014-09501