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JUL 29 2014

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THOMAS A. COOPER, P.C.
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July 15, 2014

Volkswagen Group of America, Inc.
Product Liaison Group
Office of the General Counsel
Attn: Chris Lewis
2 Executive Drive
Suite 440
Fort Lee, NJ 07024

Re: Seat Heater - Seat Cover- 2007 VW Jetta - 3VWEF71K17M [REDACTED]

Dear Mr. Lewis:

In response to your letter and offer of settlement dated June 20, 2014 addressed to [REDACTED] at [REDACTED] Cleveland, Tennessee, [REDACTED] has asked me to contact you on her behalf. All future contact and offers in regards to this matter should be directed to me.

[REDACTED] purchased a new 2007 Volkswagen Jetta believing that the recurring issue that Volkswagen had with its seat warmers had been corrected due to the numerous recalls that Volkswagen had issued on the seat warmers prior to 2007. [REDACTED] purchased a brand new car from you, and after a few years of love and care, she and her clothing were burned when the seat warmer in her 2007 Jetta caught fire.

After the fire, [REDACTED] took the Jetta to one of your dealerships to have the issue corrected. The dealership kept the vehicle for over two weeks without providing [REDACTED] with a rental, alternative vehicle, or compensation. Then, once the vehicle was returned to her in the exact same burned condition, she received your letter offering \$1,200.00 and to disconnect the heater. This offer is grossly unacceptable. The offered amount would not cover the cost to replace the seats and would leave [REDACTED] without a seat warmer, an attribute she purchased from Volkswagen and expected in her vehicle. [REDACTED] is a valued customer of Volkswagen, and she loves her Jetta. She has spent a large amount of time and money taking care of her vehicle over the years, and she expects Volkswagen to stand behind its product. On your own website, you claim to offer, "attractive, safe, and eco-conscious automobiles" and tell the public

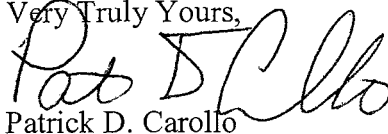
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that Safety is your top priority. A vehicle with seats that spontaneously catch fire, burning both the driver and her clothing is far from safe.

The burning seat warmers have been an obvious and recurring problem with Volkswagens for nearly a decade now, and [REDACTED] expects you to stand by your claim of protecting your customers by correcting her Jetta's burned seats. In order to correct the situation, [REDACTED] demands that Volkswagen either make a reasonable offer of funds to replace the seats and the heater to their original condition with a working seat warmer, or replace [REDACTED] vehicle with one of equal value and attributes that does not have malfunctioning seat warmers.

Please inform me, at your earliest convenience, of which option you will take on to correct [REDACTED] malfunctioning and burned vehicle. I look forward to hearing from you soon.

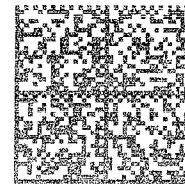
Very Truly Yours,



Patrick D. Carollo

✓ Cc: National Highway Safety Administration
1200 New Jersey Avenue, SE, West Building,
Washington, DC 20590

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