

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

EQ-10732350-4951

**From:** [EVOQ \(NHTSA\)](#)  
**To:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**Subject:** FW: FW: FW: NHTSA: Follow up to ODI Complaint: ---10732350----  
**Date:** Tuesday, October 06, 2015 12:25:53 PM  
**Attachments:** [image002.gif](#)  
[IMG\\_6224.JPG](#)  
[VW\\_email\\_exchange.docx](#)  
[VW\\_repot.docx](#)  
[image001.jpg](#)  
[image003.jpg](#)  
[image004.jpg](#)  
[image005.jpg](#)  
[image006.jpg](#)  
[image007.jpg](#)  
[image008.jpg](#)

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**From:** [REDACTED]  
**Sent:** Monday, October 05, 2015 11:08 PM  
**To:** EVOQ (NHTSA); DataQuality, DataQuality (NHTSA)  
**Subject:** Re: FW: FW: NHTSA: Follow up to ODI Complaint: ---10732350----

Inline image 1



NHTSA/Office of Defects Investigation

Dear Sir/Ma'am

I have the attached the documents related to complain reference # 10732350.

This includes the following;

- \*Vehicle Owner's Questionnaire Form
- \*VW repair information
- \*VW response letters & emails regarding the matter
- \*Letter I sent to VW Germany

I have tried to find out the nature of the white powder and VW has been consistently rejecting my requests. I have seen this issues with other VW vehicles and I hope this will open up their eyes to make greater adjustments for safer vehicles where people don't have to breath unknown powder.

Please do not hesitate to contact me if you need further information.

Thank you,

[REDACTED]

On Thu, Sep 10, 2015 at 8:14 AM, <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation



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[REDACTED]  
[REDACTED] Northridge, CA [REDACTED] USA

work phone : +1 [REDACTED]  
Mobile phone : +1 [REDACTED]



Das Auto.

[Redacted]  
Lake Forest, CA [Redacted]

Tronda H. Name  
Customer CARE Team Lead Title  
Volkswagen Customer CARE Department  
800-822-8987 Phone  
vwcustomercare@vw.com E-Mail

May 28, 2015 Date

RE: 2014 Volkswagen Jetta  
Case: 150398178  
VIN: 3VWD17AJXEM [Redacted]

Dear [Redacted]

Thank you for taking the time to speak with me regarding the window concerns and repair history of your Jetta. I apologize for the needed repairs. As requested, we are following up with our position in writing.

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

It is our obligation to repair the vehicle under the terms of the warranty. We have taken the steps of following up on the dealership service to ensure all technical resources are utilized in repairing the vehicle. To ensure your request was thoroughly reviewed, we did gather the repair history of your Jetta. Because of the concerns with your ownership experience, we wanted to make the extra gesture of offering to cover one vehicle payment.

I apologize if this is not a more favorable offer, as we wanted to show appreciation for you as a customer outside of the obligation to the vehicle repairs. I understand you were seeking other resolutions, and we are unable to meet your expectation. We will continue to work within the terms of the warranty.

As a member of the Volkswagen family, your questions are important to us. Should you need future assistance, please don't hesitate to reach out to us by phone at 800-822-8987. You are also welcome to e-mail through the "Contact US" page of our website at [www.vw.com](http://www.vw.com).

Sincerely,

Tronda H.  
Customer CARE Team Lead

VW Experience <VWExperience@vw.com>

Mar  
12

to me

Reference # 150158775

Dear [REDACTED]

I hope this email finds you well.

I am emailing as promised to follow up on the voicemail that I left. I spoke with Norm Reeves Volkswagen Superstore's Service Manager Jonathon today. He did let me know that the pictures of your Jetta window seals were reviewed with their Quality Technical Manager (QTM). At this time the QTM is requesting that your Jetta be brought back so that they can perform a cleaning.

The service advisor Raul, from Norm Reeves Volkswagen Superstore, was supposed to call you yesterday, March 11, 2015, to schedule an appointment. I just wanted to confirm that they have contacted you.

I would like to stay engaged to ensure that everything goes smoothly. If you could please contact me back to let me know when your schedule appointment is. You can reply directly to this email or contact me at [\(800\) 822-8987](tel:8008228987), select prompt 9 and enter my direct extension of 43364.

Sincerely,

Tronda H.  
Customer CARE Leader

[REDACTED]

Mar  
12

to VW

Hi Tronda,

Thank you for getting back to me. So far I have not received any phone calls from Norm Reeves regarding this matter. Considering all the facts, I'm coming a conclusion to return the VW Jetta as soon as possible to Norm Reeves. I did not sign a lease to drive a car that has molds and this many problems. If VW brand new cars gives this many problems after driving few weeks, VW really has to look in to this matter. Or I have a bad feeling that Norm Reeves selling cars that already have problems. Either way, Norm Reeves has not been transparent about this matter at all. In addition, they almost stole my 2nd payment & I had to go there 3 different occasions to get my money back, even they lied on my face saying they already mailed the check.

I'll call u during lunch

Thank you

[REDACTED]

[REDACTED]

Mar  
17

to VW

Hi Tronda,  
I have been trying to contact you since last friday, but for some reason it goes to voice mail. So far i have left several voice mails but non had gotten back to me. just curious to know whats going on. Hope you all not trying to avoid this matter.  
Thank you

**VW Experience <VWExperience@vw.com>**

Apr  
7

to me

Reference # 150158775

Dear [REDACTED],

I hope this email finds you well.

I spoke with Raul, the Service Advisor with Norm Reeves Volkswagen Superstore. He confirmed that they have completed the repairs to your Jetta. He should have already contacted you to go over the details.

After reviewing the concerns with the Quality Technical Manager, he has asked that after the cleaning to the seals is completed that you drive your Jetta for 2 weeks. After the 2 weeks, we would like to know the status and if the concerns have been resolved. I will continue to follow up and contact you by the close of business April 21, 2015.

If you have any questions or concerns between now and then, please feel free to contact me either by reply to this email or calling [\(800\) 822-8987](tel:800-822-8987), pressing prompt 9 and entering extension 43364.

Sincerely,

Tronda H.  
Customer CARE Leadership

**VWoA Customer CARE <VWCustomerCARE@vw.com>**

Jun  
18

to me

Reference # 150398178

Dear [REDACTED],

I apologize for any delays that we had in responding to your emails. At times there can be a delay due to the time difference, however having to wait five business days is not ideal. I'm sorry for this inconvenience.

Regarding the white substance on your Jetta, after the window seals were cleaned there was no further acknowledgement of the residue returning. Therefore, there is no diagnosis on what the substance is.

At this time, the door panel has been replaced. The steering wheel has also been compared to like models at the dealership lot and they found the indentation to be a characteristic of the steering wheel.

We will continue to work within the terms of the warranty of your vehicle. If you wish to accept the one and half month's vehicle payments, you may do so by responding to this email.

Any concerns you have with Volkswagen Credit would have to be communicated with our Volkswagen Credit team. They can be reached at [800-428-4034](tel:800-428-4034).

You can contact our executive team and CEO at the address below:

[vwexecutivemail@vw.com](mailto:vwexecutivemail@vw.com)

Michael Horn  
2200 Ferdinand Porsche Drive  
Herndon, VA 20171

You can also speak with Volkswagen in Germany by visiting their webpage listed below:

[http://www.volkswagen.de/de/dialog\\_center.html](http://www.volkswagen.de/de/dialog_center.html)

Sincerely,

Erin B.  
Region Case Manager Supervisor

[REDACTED] >

Jun  
18

to VVoA

Hi

I thought we already talked regarding those issues and I also mentioned you what my decision as well just like VW stated their decision. So you don't need to repeat things that we already know. Only update me with the things I'm not aware of like what was wrong with the door panel, did u decided to recall all the Jetta or let the customers know about the steering wheel issue, or did you guys tell people about the white power issue. You high bran can't process the facts, I drove the Jetta with white powder since January to all the end of April. That means I have exposed myself to an unknown chemical compound. I just have questions about your ability to understand simple things may be you need to read the whole case before getting back to me. In any conversation I had with VW, I did not report that white power was in the window trims again. That something you made up to push the conversation to a different direction. Shame on you for wasting my valuable time and learn to be prepared before you handle case like this.

No thank you, I don't need money from VW. You can't pay with money me for what you guys done so far. It just pathetic to see VW follow that path to cover up their shit.

What I want is the letter(s) u suppose to send me before end of business day (06/18/15). Stop fooling around like nothing happened, just give the letters and I ll take care of the rest. In addition VW has to tell me what was wrong with the door panel? I'm patiently waiting and hope you won't make the same mistake that VW has been doing from the begging. Cut it short n provide me with the documents we agreed on yesterday.

If not I think u better quit your job cz you are not capable of handle this at all.

FYI: I do not want to talk to anymore fake and irresponsible people who work for VW. I had plenty of so far. So please communicate with the galpin and I don't want them to call me asking thing from me when I have already explained it.

Any questions please call me

Thank you

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[REDACTED]  
06/07/15

[REDACTED]  
Northridge  
CA [REDACTED]  
USA

Dear Sir/Madam,

2014 VW Jetta customer complain report.

11/26/2014: Signed lease agreement

First month payment was paid by the VW as a part of sales event (sign & drive event, 0 down & 1<sup>st</sup> month payment). At the time of signing the lease agreement no payment was made to the Norm Reeves.

12/10/2014: Signed 2<sup>nd</sup> lease agreement: account manager at Norm Reeves (I believe his name is Raza) called & said that he had made a mistake in the lease agreement. As a result I had to go back to dealership to sign a new agreement.

12/20/2014: Signed 3<sup>rd</sup> lease agreement: Raza left a voice mail again regarding the lease; according to him, there was a computer glitch and few other reasons which prevented the lease agreement to go through the system. Thus, I went to the dealership to sign a new agreement again for the 3<sup>rd</sup> time.

At the time of signing the 3<sup>rd</sup> agreement (12/20/14), I asked him (Account manager Raza) about the vw credit online account access where I could start making my payments from second month on wards. He stated that, it could up to couple of weeks to activate the online account due to all the lease agreement problems; therefore dealership would take the 2<sup>nd</sup> month payment behalf of VW. So I paid the 2<sup>nd</sup> month (for January) payment to Norm Reeve dealership on December 20<sup>th</sup>. (Paid with my chase debit card).

02/09/15 called Norm Reeve, service center to make an appoint for

\*Both front windows are noisy when rolling up and down

\*white powder all around window trim (front & back all 4)

confirmed the appointment for the next day 02/10/15

Meanwhile, 02/09/15 I learnt from VW credit that I had been one month behind with my payments. After further investigating (talking to VW credit customer service) found out that dealership had not made the payment for the January to VW. Same day I went to Norm Reeves after getting off from work to discuss the issue. I talked to the manger about the issue and he asked me to wait for Raza since he was in charge of the finances. I waited 45 minutes and I realized he was just too busy. Then I talked to manger & asked him to call me regarding the payment issue. After an hour later I got a call, and then we discussed. He mentioned that it was a mistake by him, so Norms reeves would solve the problem asap.

(I followed up with VW credit regarding the issue on the next day 02/10/15, they stated that dealership shouldn't have taken the payment period since they are not supposed to collect behalf of VW.)

I took the Jetta for schedule appointment on the next day 02/10/15(around noon). I explained what was going on to Rahul. Then he decided to keep the car for the further investigation to find out what causing the window noise and where the white powder coming. While I was waiting there, I also talked to Raza regarding the payment issue, at that time I demanded him to talk to VW in front of me to see what they say about this. I couldn't recall the lady who talked from VW, but she stated few things clearly,

\*No payment was received for VW credit by Norm Reeves at that time.

\*Norm Reeves shouldn't have taken this payment at the first place.

\*Even if they did, should have faxed the payment info etc; behalf of the customer.

\*Why Norm Reeves did not tell VW credit about this.

\*since the payment has not been made to VW, she requested Raza to return the money back to the customer immediately since the payment has been late already.

At the end Raza agreed to mail the check (second month payment) on the next business day.

I left the car at VW service center & Loaner car was not given at this time. I picked up the car on the same day around 4 in the evening. According to service team, it was a problem with the seals and they needed to be replaced. According to Rahul, he placed an order to replace the window seals causing this issue.

White residue/powder issue was discussed. Rahul took pictures to show his service manger and get back to me regarding that asap since he had not seen anything like that before.

I waited almost a month. No one seemed to follow up with me regarding the window issue or the payment issue. On 03/05/15, I decided to go to the dealership. Had a very unpleasant experience, Raza & the manger both lied to me about the check they suppose to sen. They stated that it was mailed that morning (which was a big lie) and I should be getting it in the next few days. Then I asked them show me the proof, then things started falling apart because they had not sent the check. After a heated argument manager, they accepted it was not mailed, thus manager agreed issue a check right there. However, by the time I got the check pay, I had to make a double payment for the month since dealership did not send the check as they agreed to.

I also went to service center to ask about the new window parts as well as white powder issue since they had forgotten about that too. After talking to Rahul, he apologized for forgetting about the issue. At the time, they had not ordered the window seal parts either. So they wanted more time to order the part and resolve the window issue. Then the service manger as well as other members of the team came and inspected the vehicle regarding the white powder issue. Everyone took pictures and stated that they would contact VW regarding the issue. I explained

them the harmfulness of such a residue, which could enter to my body or anyone who ride with me when they breathe or they could have ended up having a physical contact with it. Specially little kids. I also asked them to do some test to see what kind of impact it could do and identify what exactly that white powder. They assured me to take necessary measurements would be taken to address the issue immediately.

In addition, there were two more new issues appeared with the brand new Jetta by that time (less than 3 months of leasing a brand new car)

\*breaks were noisy (rear)

\*Blemish on the steering wheel

By this time I had been in contact with the VW customer advocate team to get help regarding the issues that I was having with the dealership. It was very unpleasant at the beginning but then Tronda .H was manage to help to a certain extend. By this time, I had already decided to return the Jetta back to dealership since I had so many issues with the car with the short period of time. I was expecting them (VW for America) to resolve the problem by taking the defect car back and at least replaced it with a reliable new jetta since they already knew the difficulties I have been having with the car too.

Since the service team had forgotten to order the part on the 1<sup>st</sup> visit, I waited for couple of weeks to bring the car in for fixing. Finally on 05/30/15 I returned to service center at VW Norm Reeves.

Repeatedly dealership as well as VW for America mistreated me, I had to deal with them other than dealing with the problems with a brand new defect Jetta. I had to deal with a brand new car. Having all these issues convened me more to return the car for good (considering I have to deal with the car for the next 3 years). But VW for America wanted me to follow the procedure first in order to make a decision on their end. So I patiently waited to see what they would do.

I got the car back after two weeks (04/13/15). I drove to work and pull up down the window. Surprisingly, window was still making the noise. I was very disappointed and tried to contact dealership service center immediately. Rahul was busy & I left couple of voice mail messages. Then I tried to contact VW for America to let them know what was going on. It was late from Eastern Time, so I left her (tronda) a voice mail. At this point I had enough with the dealership for telling lies and cover up stories one after another. Therefore, I asked VW America to investigate if they actually replaced those seals in the door panel, breaks and so on coz' at that point I was not sure Norm Reeves actually did what they said on the paper. After this incident, I stopped dealing with the Norm Reeves dealership. I have no faith on what they say and do. Too many lies and cover-up stories.

Since I did not want to go back to dealership or deal with their lies, I try to contact Tronda .H from VW customer advocate (she was the one who has been handling this case). I made the first phone call on Monday eve 04/13/15. I left a voice mail. Then I emailed her about the situation on the same night. Next day, I waited for a call or an email response nothing happened. Then I called again (no answer) for the next

couple of days & left several voice mail messages. Then on Thursday, I called Tronda again but no answer, so I left her couple of voice mails. Finally I decided to call the front desk at VW for America. Customer service insisted that she (tronda) has been busy and could not answer my phone calls or emails. But, assured that she would get back with in the next 24 hrs (I think this happened on Thursday). I patiently waited but when Tronda called (I think around 11.30am) I was in the Lab doing an experiment. So I did not have the access to my phone and I missed her call. But I saw the miss called after 15min later (11.45ish). I immediately called Tronda H back. But no answer. I tried more than 5 times but no answer. Then left several voice mails. Waited for a while (~20min) but no return call. Then I called the front desk (customer service VW for America) to see if I could talk to Tronda.H. First I was on Hold for 10min and VW hang up the phone. Then I was on the phone with the customer service again. The customer service person insisted that it was my responsibility to pick the phone call, and now Tronda had been extremely busy. Then I asked about the emails I sent and all the phone calls I had made from Monday. He stated that VW has not received email or phone calls (voice mails from me). I was very upset and as a result I had a very confrontational conversation with the customer service person on the phone. I demanded to get Tronda.H on the phone but he just kept say she already called you once and you didn't pick up. I was on the phone for a quit long time, then I asked how long a usual conversation last for Tronda.H and why cant you just connect me. He said, it could take minutes or sometimes hours. I stayed on the phone desperately to talk to Troda. H (even the person walked to her desk couple of times to see if she was free), but somehow she was too busy for the entire time that I was on the phone (which was closer to an hour).

At the end I asked, have her call me immediately, because I realized that I had to go back to work. I anxiously waited the whole evening to hear from VW but non-bother to get back to on that day. She only got back to me on the following day. She admitted that they purposely neglect me (in her words "we drop the ball on you, I apologies for it").

I was very upset and disappointed at VW customer service and the way everyone (including Customer Advocate Tronda.H) was handling the issue.

After the incident I explained that it was their (VW) responsibility to answer our (customer) calls and emails. It was not just their responsibility also that their job and they get paid for that too. Since then Tronda.H had been answering my phone calls immediately. If by any mean she missed a call, she got backs to me right away.

When Tronda.H and I talked on that day, I explained the situation and I asked her do an investigation to see if Norm Reeves actually replaced those parts. At that point, I had no faith on them what so ever about what they say and do. **(I also repeated my stand on the jetta that I do not want to keep this car any more, no matter what the out come is. in addition I also asked I'm open to negotiate If VW is willing to make this right with some kind of a compensation agreement which could a replacement of a car)** She agreed to do so and then schedule to check the window problem at a different service center (VW orange). She made arrangements and I took the car on 05/08/15. I specifically asked the service center to provide me with

proof that Norm Reeves actually replaced the parts that they mentioned on the paper.

I got updates daily, and found out that it was not the seals but something else was making the noise. So VW orange replaced the parts on the driver side door panel. I took the Jetta back and there was no noise, I rolled up & down the window; no noise was heard. However, neither party was able to provide concrete evidence if Norm Reeves service center had replaced the door panel, other than the picture and order/part numbers. For me, just because you have a part number shown in the papers, it does not mean they actually replaced anything.

Tronda.H followed up with me after a couple of days to see if everything was OK. At that time the car was running fine but I found out that the door panel was not put back correctly. Then, a couple of days later, Tronda.H called me to see what VW could do to turn this around (in her words), she offered me a 240.xx\$ one monthly payment as a compensation. I was offended by her offer and asked "Is this how VW customer advocates turn things around?". I told her that I leased a brand new Jetta to drive not to go through maintenance roller coaster within the first three months or get neglected & cheated by the people at VW from left to right. She repeatedly said that the best she could do and VW stand on the issue was to not take the car back. At the end I told her I have to review the case from the beginning and make a decision. And the same time I mentioned about the door panel issue, but she did not give much attention to that. I told her it looked like it was not put back correctly. I took pictures and sent them to her the next day. I called Tronda.H again, she said she wanted me to take it to the service center; I was like really how many times now. People work at VW can't even put a door panel back together. She insisted that she could not determine the problem by looking at the picture. At that time, I really had enough with VW so I insisted again and again to her that VW should take this car back coz' it is a defect car.

I repeatedly asked her, what made her think I should keep this car, for the first 3-4 months everybody neglected me from all the way to dealership to VW customer advocates. Then I have been driving the Jetta with white powder on the windows, for months and again with noisy breaks, noisy window and blemish on the steering wheel for almost 5 months. How many times are you going to make me go to service center in the next 2.5 years? She had no answers except for asking me to take it to dealership. After dealing with her this long regarding the issues I had with the car, she and VW still refused to take the car back and provide me with a reasonable solution such as a new vehicle. Instead they just wanted to pay back one-month payment. I refused to talk to her since she couldn't help me anymore, then Erin (her supervisor) came to picture. She scheduled a service center appointment with Galpin VW manager Jon, in Mission Hills between 12-12.30pm since I have moved to a different job in Northridge at the time. (I again told her about my decision regarding the car; VW has to take the Jetta back and do the right thing, Erin told me that after initial inspection by the service center she would review it with her field managers before making a decision).

On 06/15/15, I took the car to Galpin service center around 12.15pm. Surprisingly, manager had decided to take his lunch break when customer (me) came to the

appointment on time. I had to explain 5 different people what was going on. And finally I left the car for inspection, and left the place with a loaner car around 1pm. Jon the service manger was still enjoying his lunch when I had to skip mine to return the defect vehicle to service center. After inspection, Erin followed up me; according to her, the door panel need to be replaced and the steering wheel was a manufacturing defect. At that time, I had no words to explain my disappointment and frustration. In addition, she mentioned that VW position at this time was to only repair the Jetta but not to take it back. I just had enough with these people. I mean what kind of a world they live in and doing customer care service. I have been problems with this car form the late January and still continue. One after another. Then top of all that, I have been treated like I'm from another planet. May because I don't look like them and sound like them? This is wrong and shameful. VW cannot cover up these problems by neglecting me. It needs be address and this car needs to be taken back to VW. I have been paying my lease on time even you own people cheat on VW. I need the justice for all I have been going through for the last 6 months. VW need to address the issues I have raised, its not just this Jetta, there could be other ones out there with these defect conditions. Those needs to be investigated and addressed before something happen to someone. I also like to request VW to lease the finding to the public as well if not I hope the government agency would take the necessary actions to prevent VW selling the defect vehicles or recall them immediately.

I got the jetta back on July 2<sup>nd</sup>. Galpin dealer ship in Northridge, had replaced the driver side door panel. However, they were unable to address the issue with the steering wheel. According them, all VW jetta has this manufacturing defect where there was a problem with original molding of the steering wheel. Thus, for my understating needed to be fixed since it could disrupt the driving experience.

I hope this letter will open VW's eyes and address the white powder/mold since I was exposed to this unknown substance for months. According to what I found out, there are other VW vehicles have the same issue. Thus, this needed to be investigated and customers should be notifies about the unknown substance they exposed themselves in everyday life. I also expect VW to rethink about their molding techniques since all jetta has a steering wheel molding issue. I want VW headquarters as well the government agencies to take actions immediately.

Thank you

[REDACTED]