

CL-10763635-7158

August 31, 2015

Re: Safety Issue with 2015 Volkswagen Jetta

SEP -9 2015

Please let this serve as written notice of the defects experienced and for any future injuries, damages, and incidental damages with regards to the purchased 2015 Volkswagen Jetta, VIN number 3VWD17AJ4FM [REDACTED]

In November of 2014, I purchased a 2015 Volkswagen Jetta at the Palmetto57 Volkswagen, 16825 NW 57th Ave, Miami, Florida 33055.

On or about July 13, 2015, a mere eight (8) months after purchase, the vehicle stalled and shut down in the middle of an intersection. Because I was in the middle of the intersection and not in a safe location, I attempted to restart the vehicle in order to move it to the closest parking lot. After multiple attempts to restart the vehicle, I managed to get it out of the intersection into the closest parking lot. It was very slow moving and barely got to the parking lot before shutting down again. The vehicle was towed to South Motors VW, 17390 South Dixie Highway, Miami, FL 33157. *Please see the attached Invoice provided by South Motors VW and incorporated herein.*

Pursuant to the invoice from South Motors VW and the conversation I had with the Service Advisor, Dominick Espada, there was a recall on my vehicle, causing it to stall and shut down. It should be noted that this is the first time I was notified of this very dangerous recall. By the end of business day on July 13, 2015, I was told the recall had been fixed and I was able to pick up and drive the vehicle.

On or about July 23, 2015, I was driving on a highway in a congested lane. I attempted to switch lanes. While pulling into the next lane, I attempted to accelerate and the vehicle suddenly stalled and shut down, just as it had done 10 days previously. I was on a high speed highway and occupying 2 lanes, clearly a dangerous, potentially life threatening situation. I am very lucky the vehicles coming up behind me at high speeds were able to react and move out of the lane before hitting me. As I had done previously, I attempted to restart the vehicle and after multiple attempts, I was able to restart and move the vehicle off highway. However, the car stalled and shut down once again when I stopped at a stop sign. After a two-hour wait, the vehicle was towed to Deel Volkswagen, 3650 Bird Road, Miami, Florida 33133. *Please see Invoice provided by Deel Volkswagen and incorporated herein.*

I spoke with the Service Advisor, Robert Frank, informing him that I was notified by SW Motors VW of the recall on my vehicle due to the issue that occurred a little over a week prior and that the issue was supposedly fixed. At that time, I was told that the vehicle did not register that the recall issues had been rectified. The service department proceeded to attempt to repair the car. After Deel's service department's first attempt (however, Volkswagen's second overall attempt) to fix the vehicle, Robert Frank

NM
91015
SMD

requested my permission to drive the vehicle to ensure the issue had been rectified. On that night, Robert experienced the same issues; the vehicle continued to shut down. *Please see the narrative on page 2 of the Invoice provided by Deel Volkswagen.* The next day, Deel's service department made a second attempt (Volkswagen's third overall attempt) to fix the issue. On or about July 30, 2015, I was told that the issues had been fixed after Deel's second attempt and I picked up the vehicle.

On or about August 21, 2015, I was on the on-ramp of a highway and the vehicle yet again shuttered and shut down. As there were many vehicles behind me also trying to enter the highway, I continually tried to restart the vehicle in order to move it to a safer location and to not impede traffic. After numerous attempts, I was able to restart the vehicle and barely move it to the shoulder of the road. I then called roadside assistance and the vehicle was towed to Palmetto57 Volkswagen, 16825 NW 57th Ave, Miami, Florida 33055. *Please see Invoice provided by Palmetto57 Volkswagen and incorporated herein.*

The next day, I called Palmetto57 Volkswagen to obtain the status of my vehicle. I briefly spoke to the Service Adviser, Jose De Leon. He informed me that they have connected my vehicle to the computer and found that the crank sensor is faulty and was causing the vehicle to shut down. It should be noted that I had to contact Volkswagen's service department in order to receive the status of my vehicle, no one from Volkswagen found it necessary to contact me even though the alleged problem had been diagnosed and a part was ordered. Further, I had to inform Jose that this was the third time my 2015 Jetta had been taken to a Volkswagen Service Department and this was the fourth time it was being repaired for the same issue. It did not seem that Jose even looked through the service history of the vehicle. On or about August 25, 2015, the vehicle was ready to be picked up.

As notated above, I have taken my vehicle to Volkswagen Service Departments a total of three (3) times and Volkswagen mechanics and service advisers have serviced and "fixed" this vehicle a total of four (4) times.

I have personally gone to all three Volkswagen Service Departments and spoke with each Service Advisor assigned to my vehicle. Each time, the Service Advisor answers my questions with "I don't know," or "I fixed what the computer or Volkswagen tech told me to fix." Everyone refuses to take responsibility for their actions and continually points the finger to other parties. Each time my vehicle was taken to be repaired, a different part was found to be faulty and replaced. It is clear that Volkswagen does not know what is actually wrong with the vehicle, which proves to be a very dangerous situation for myself, my family, and others on the road around me.

I have been in contact with the General Manager at Palmetto57, who was less than helpful and shifted the problem away from himself and the dealership. When the vehicle stalled the second time, I was in contact with Noel O. Key, a Regional Case Manager, to whom I explained the entire situation. The case was "escalated"; however, Volkswagen took no responsibility and was not willing to offer any solution or to rectify this very

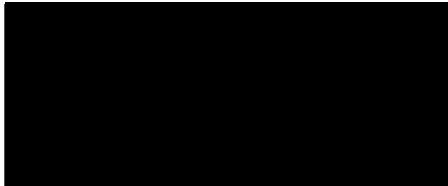
dangerous situation. I made a good faith effort to report the problems to the appropriate personnel at Volkswagen and my efforts were rebuffed. When the vehicle shut down again on August 21, 2015, I contacted Noel once again. This time our case escalated once again to Volkswagen's Customer Resolution and Retention Liaison, Heather Knasel.

As evidenced in the attached blog from carcomplaints.com, I am not the only consumer who has been put in a potentially life threatening situation due to the malfunction in the Volkswagen vehicle. Therefore, Volkswagen knows or should have known about this situation, not only from my experience, but through others as well, and continues to deny responsibility and refuses to rectify the potential injuries and damages before they happen again.

I am not only extremely concerned for my safety, the safety of my wife and unborn child every time we are in this vehicle, but for others on the road and the potential damage this may cause when the vehicle shuts down again. However, Volkswagen continues to turn a blind eye to the potential damages this situation may cause because the company is adamant that the vehicle will only shut down at low speeds. As I have shown above, even if I am driving at a low speed, drivers coming up behind me on a high speed highway are not. Volkswagen's lack of accountability, shortsightedness, and ignorance of their product and for their consumer's safety and the safety of others on the road is quite alarming and frankly, unconscionable.

Again, please let this serve as written notice of the defects in the vehicle I have purchased and the potential injuries, damages, and incidental damages those defects may cause.

Regards,



Customer Number: [REDACTED]

Invoice No: [REDACTED]



INVOICE
DUPLICATE 1
Page 1 of 3

17930 SOUTH DIXIE HIGHWAY · MIAMI, FL 33157
SERVICE DIRECT: (305) 256-2423 · FAX: (305) 256-2331
www.southvw.com

MIAMI, FL [REDACTED]

Home: [REDACTED] Bus:

Cell:

7:30 AM TO 7:00 PM Monday - Friday
7:30 AM TO 3:00 PM Saturday
10:00 AM TO 4:00 PM Sunday

MV-6448
MVR-053

Email: email [REDACTED] home

SERVICE ADVISOR: 263 Dominick Espada

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE: IN / OUT	TAG	
GRAY	15	VOLKSWAGEN JETTA	3VWD17AJ4FM [REDACTED]		8619 / 86126	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07NOV14			11:12 16JUL15			CASH	28JUL15
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG: 1.8_Liter_F.I._Turbo					
11:53 13JUL15	13:58 21JUL15	E-MAIL					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S VEHICLE HAS CHECK ENGINE ONB
X SEE TECHICIAN NOTES BELOW
877 GIOVANNI URIETA LIC#: C9500078
ISPV 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
86126 LOAD CALCULATION UPDATE. 0.00 PERFORMED LOAD CALCULATION
SOFTWARE UPDATE. JULY 29, 2014 2037620. TECH. 877.

B C/S TPMS ON
X SEE TECHICIAN NOTES BELOW
877 GIOVANNI URIETA LIC#: C9500078
ISPV 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
86126 REST TIRE PRESSURE TO 38 PSI. TECH. 877.

C RECALL 37J2
CAUSE: RECALL
37302599 37J2 RECALL
877 GIOVANNI URIETA LIC#: C9500078
WV03+ 0.40 (N/C)
FC: 37J299 WWO
PART#: [REDACTED]
COUNT: [REDACTED]
CLAIM TYPE: 710
AUTH CODE: [REDACTED]
373025
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
86126 RECALL 37J2 PERFORMED RECALL 37J2. (tcm software update),
TECH. 877.

D RECALL 57F6
CAUSE: RECALL
97942599 57F6 RECALL
877 GIOVANNI URIETA LIC#: C9500078

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice, that you received (or had the opportunity to inspect) any replaced parts as requested by you and that you read the Section 501.98 Notice, the Disclosures and the Disclaimers printed on the back of this page.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE

BEFORE YOU SIGN, PLEASE BE SURE TO REVIEW THE BACK OF THIS PAGE, WHICH INCLUDES IMPORTANT NOTICES, DISCLOSURES AND WARRANTY DISCLAIMERS.

CUSTOMER COPY

Customer Number: [REDACTED]

Invoice No: [REDACTED]



INVOICE
DUPLICATE 1
Page 2 of 3

VW
17930 SOUTH DIXIE HIGHWAY · MIAMI, FL 33157
SERVICE DIRECT: (305) 256-2423 · FAX: (305) 256-2331
www.southvw.com

MIAMI, FL [REDACTED]
Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]
Email: email [REDACTED] home [REDACTED]

7:30 AM TO 7:00 PM Monday - Friday
7:30 AM TO 3:00 PM Saturday
10:00 AM TO 4:00 PM Sunday
MV-6448:
MVR-0531

SERVICE ADVISOR: 263 Dominick Espada

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	15	VOLKSWAGEN JETTA	3VWD17AJ4FM [REDACTED]		8619 / 86126	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
07NOV14			11:12 16JUL15			CASH	28JUL15
R/O OPENED	READY	OPTIONS: DLR: [REDACTED] ENG:1.8_Liter_F.I._Turbo					
11:53 13JUL15	13:58 21JUL15	E-MAIL					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			WV03+	0.40			(N/C)

FC: 57F699 3ME

PART#:

COUNT:

CLAIM TYPE: 710

AUTH CODE:

979425

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

86126 PERFORMED ON LINE CODING TO ELECTRONIC ELECTRICAL SYSTEM CONTROLLER. TECH. 877.

E C/S VEHICLE STALLED 2 TO 3 TIMES

X SEE TECHICIAN NOTES BELOW

877 GIOVANNI URIETA LIC#: C9500078

ISPV 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

86126 RELATE TO LINE A. TECH. 877.

F C/S WHEN AT A COMPLETE STOP SHAKE AND SHUTTER AND STALLED

X SEE TECHICIAN NOTES BELOW

877 GIOVANNI URIETA LIC#: C9500078

ISPV 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

86126 RELATE TO LINE A. TECH. 877.

G C/S AFTER STALLING IMMEDITAELY STALLED. THEN WOULD NOT START AT ALL

X SEE TECHICIAN NOTES BELOW

877 GIOVANNI URIETA LIC#: C9500078

ISPV 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

86126 RELATE TO LINE A. TECH. 877.

H 10,000

CAUSE: 10K

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice, that you received (or had the opportunity to inspect) any replaced parts as requested by you and that you read the Section 501.98 Notice, the Disclosures and the Disclaimers printed on the back of this page.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE

BEFORE YOU SIGN, PLEASE BE SURE TO REVIEW THE BACK OF THIS PAGE, WHICH INCLUDES IMPORTANT NOTICES, DISCLOSURES AND WARRANTY DISCLAIMERS.

Customer Number [REDACTED]

Invoice No: [REDACTED]



INVOICE
DUPLICATE 1
Page 3 of 3

17930 SOUTH DIXIE HIGHWAY · MIAMI, FL 33157
SERVICE DIRECT: (305) 256-2423 · FAX: (305) 256-2331
www.southvw.com

MIAMI, FL [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED] home [REDACTED]

7:30 AM TO 7:00 PM Monday - Friday
7:30 AM TO 3:00 PM Saturday
10:00 AM TO 4:00 PM Sunday

MV-6448
MVR-053

SERVICE ADVISOR: 263 Dominick Espada

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	15	VOLKSWAGEN JETTA	3VWD17AJ4FM [REDACTED]		8619 / 86126	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
07NOV14			11:12 16JUL15			CASH	28JUL15
R.O. OPENED	READY	OPTIONS: DLR [REDACTED] ENG:1.8_Liter_F.I._Turbo					
11:53 13JUL15	13:58 21JUL15	E-MAIL					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
03110050	MAINTENANCE	10000	MLS/15000	KM			
	877 GIOVANNI URIETA LIC#: C9500078						
	WCFM 0.70						(N/C)
1	06L-115-562	FILTERELEM					(N/C)
1	N-013-815-7	WASHER					(N/C)
57	G-052-167-S0	ENGINE OIL					(N/C)
FC:	031155	444					
PART#:							
COUNT:							
CLAIM TYPE: 1MA							
AUTH CODE:							
031100							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00
86126 10K MILE SERVICE. PERFORMED 10,000 MILE SERVICE. TECH. 877.

THANK YOU FOR YOUR BUSINESS AND PLEASE
REMEMBER "YOUR SATISFACTION IS OUR #1 GOAL".
FOR YOUR CONVENIENCE CALL (305) 256-2340 TO
SCHEDULE AN APPOINTMENT OR VISIT US AT OUR
WEB SITE <http://www.southmotors.net>

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice, that you received (or had the opportunity to inspect) any replaced parts as requested by you and that you read the Section 501.98 Notice, the Disclosures and the Disclaimers printed on the back of this page.

DATE CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES *	\$ 0.00
TOTAL CHARGES	\$ 0.00
ADJUSTMENTS	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

BEFORE YOU SIGN, PLEASE BE SURE TO REVIEW THE BACK OF THIS PAGE, WHICH INCLUDES IMPORTANT NOTICES, DISCLOSURES AND WARRANTY DISCLAIMERS.

CUSTOMER COPY

Customer Number

Invoice No:



INVOICE

Page 1 of 2

3650 BIRD ROAD * MIAMI, FLORIDA 33133
PHONE: 444-2222 * www.deelsales.com

Home:
Email:

Bus:

Cell:

MV-02021

MVR-00118

SERVICE ADVISOR: 3258 ROBERT FRANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	15	VOLKSWAGEN JETTA	3VWD17AJ4FM		8974 / 9097		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
07NOV14			17:00 24JUL15		117.00	CASH	30JUL15
R.O. OPENED	READY	OPTIONS: DLR:SOUTH ENG:1.8_Liter_F.I._Turbo					
12:26 24JUL15	13:22 30JUL15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A WHEN SLOWING DOWN BELOW 10 MPH THE CAR SHUDDERED AND SHUT OFF OWNER STATES							
CAUSE: REPLACED MAP SENSOR, SECONDARY AIR PRESSURE SENSOR, FUEL PUMP, FUEL MODULE AND FUEL FILTER FAULTY							
24711918 INTAKE MANIFOLD PRESSURE SENSOR REMOVE/REINSTALL							
				3444 WV3 0.30			(N/C)
				1 06L-906-051-B PRESSSENS			(N/C)
				1 06K-906-052 PRESSSENS			(N/C)
				1 1K0-919-051-DB FUEL UNIT			(N/C)
				1 1J0-919-133-B WASHER			(N/C)
				1 1T0-906-093-G CONTROL UN			(N/C)
				1 1K0-201-051-K FUELFILTER			(N/C)
				26631971 SECONDARY AIRE PRESSURE SENSOR			(N/C)
				3444 WV3 0.40			(N/C)
				10821900 REMOVE AND INSTALL SOUND ABSORBER PAN			(N/C)
				3444 WV3 0.40			(N/C)
				20661900 R/R FUEL PUMP			(N/C)
				3444 WV3 0.70			(N/C)
				20701900 REPLACE FUEL PUMP MODULE			(N/C)
				3444 WV3 0.30			(N/C)
				20311900 R/R FUEL FILTER			(N/C)
				3444 WV3 0.30			(N/C)
				01500000 GFF DIAGNOSIS			(N/C)
				3444 WV3 0.15			(N/C)
				01210002 ROAD TEST REPAIRS PERFORMED			(N/C)
				3444 WV3 0.10			(N/C)
				01210004 ROAD TEST REPAIRS VERIFIED			(N/C)
				3444 WV3 0.10			(N/C)

FC: 247140 K21

PART#:

COUNT:

CLAIM TYPE: 110

AUTH CODE:

NOTE: Estimate amounts are based on initial inspection only. Additional parts and labor may be required. You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by 10% or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$ 25.00.

CANCELLATION OF REPAIR: In the event that the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

LIMITED WARRANTY: The only warranties to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Refer to the back of your customer copy for individual parts and labor guarantees. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DEDUCTION	
SALES TAX	
PLEASE PAY THIS AMOUNT	

VIN #: 3VWD17AJ4FM

Customer Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]



INVOICE

3650 BIRD ROAD * MIAMI, FLORIDA 33133
PHONE: 444-2222 * www.deelsales.com

Home: Bus: Cell: [REDACTED] MV-02021 MVR-00118
Email: SERVICE ADVISOR: 3258 ROBERT FRANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	15	VOLKSWAGEN JETTA	3VWD17AJ4FM [REDACTED]		8974 / 9097	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07NOV14			17:00 24JUL15		117.00	CASH	30JUL15
R.O. OPENED		READY		OPTIONS: DLR:SOUTH ENG:1.8_Liter_F.I._Turbo			
12:26 24JUL15		13:22 30JUL15					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

9097 TEST DROVE CAR FOUND WHILE DRIVING ENGINE CUT OFF AT LOW SPEED
 PERFORM GFF FOUND CODE IN SYSTEM CALL HELP LINE TOLD ME TO TO REPLACE
 MAP SENSOR AND SECONDARY PRESSURE SENSOR DROVE THE CAR AGAIN STILL
 TURNING OF CALL THEM BACK TOLD ME TO REPLACE IN TANK FUEL PUMP AND FUEL
 FILTER AND MODULE TEST DROVE CAR TO CONFIRM REPAIR DROVE OK

B WHEN GETTING ON EXPRESSWAY AND ACCELERATING ENGINE SHUT OFF OWNER
 STATES, SHUDDERED

CAUSE: . . .

SLA SEE LINE A

3444	CV	0.00	0.00	0.00
------	----	------	------	------

9097 OWNER WAS ADVISED CAR READY FOR PICK UP ON THE AFTERNOON OF
 7/29/15

 THIS CHARGE REPRESENTS COSTS AND PROFITS, NOT EXCEEDING \$30.00, REASONABLY RELATED TO THE VEHICLE REPAIR FACILITY, FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL AT A RATE OF 5% OF LABOR SALES

VIN #: 3VWD17AJ4FM

NOTE: Estimate amounts are based on initial inspection only. Additional parts and labor may be required. You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$ 25.00.

CANCELLATION OF REPAIR: In the event that the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

LIMITED WARRANTY: The only warranties to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Refer to the back of your customer copy for individual parts and labor guarantees. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS DEDUCTION	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Copy

CUSTOMER #: [REDACTED]

[REDACTED]

Palmetto57 Nissan

Palmetto57 Volkswagen

16725 N.W. 57TH AVE.
MIAMI, FL 33055
PHONE (305) 626-2655
FAX (305) 626-2669
www.palmetto57nissan.com

16825 N.W. 57 AVE
MIAMI, FL 33055
PHONE (305) 474-4080
FAX (305) 474-0227
www.palmetto57vw.com

INVOICE

PAGE 1

MIAMI, FL
HOME:
BUS:

State of Fla. Reg. No.
Miami - Dade County Reg. No.

SERVICE ADVISOR: 3137 JOSE DE LEON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PLATINUM G	15	VOLKSWAGEN JETTA	3VWD17AJ4FM [REDACTED]		9828/9855	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07NOV14 DD			17:00 22AUG15			CASH	25AUG15

R.O. OPENED	READY	OPTIONS:	SOLD-STK:J [REDACTED]
07:10 22AUG15	17:18 25AUG15		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST. STATES HE WAS DRIVING AND CAR SHUT DOWN
 11 ENGINE MINOR
 2882 WV 0.00 (N/C)
 1 06K-906-433-B SENDER (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 performed inspection and found no dtc in gff. test drove vehicle
 and vehicle shut off at light. removed and replaced crank sensor as per
 shop foreman. test drove vehicle and performed readiness code. no
 further issue found.
Only Hernandez

B SAFETY INSPECTION
 00 QUICK SERVICE
 2882 CPV 0.00 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 good car.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER'S SIGNATURE
 X



JULY 7: Volkswagen Recalls 2015 Passat To Fix Brake Fluid Leaks

Engine Stalls/Shuts Off While Driving

2015 VOLKSWAGEN JETTA

THIS PROBLEM MAY BE COVERED UNDER WARRANTY. ASK YOUR VOLKSWAGEN DEALER.

10.0

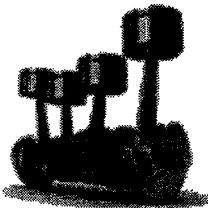
Really Awful

Most Common Solutions:

- 1. not sure (2 reports)

Get free help with your lemon!

Pick your state:



**ENGINE
PROBLEM**

HELPFUL WEBSITES

No one has added a helpful site for this 2015 Jetta problem yet. ***Be the first!***

Add a site »

QUESTIONS? GET HELP

Type your question here...

Get an Answer >

FIND A GOOD VOLKSWAGEN MECHANIC

Read reviews of repair shops in your area.

Enter your zip code:

A free service from CarTalk.com

2015 Volkswagen Jetta Owner Comments

#2

JUN 17
2015

Jetta SE 1.8L T

Automatic transmission 11,000 miles

██████████, Norfolk, VA, USA

I work for a dealership in Virginia beach and I leased a 2015 Jetta SE 1.8l Turbo. I had a 2014 same trim and model and both cars turn off while driving and won't restart. You have to let sit for a few minutes and then the car restarts. My 2014 Jetta was a buy back after getting an attorney for lemon law suit.

My 2015 is now starting to have the same issues along with didn't get correct gas mileage and the steering wheel is never straight. VW says its defects in the 2015 model year and are not fixable. They can't ever find the reason why my car turns off but they are always replacing parts. When my car turns off nothing works not even the SOS roadside button. I drive mainly highway and so when your doing 80mph and your car turns off and you can turn the wheel. This car isn't safe.

VW has known about the issue but has not recalled anything or told any customers about the issue. When the car shuts off the wheel locks and you lose all power to the car so it makes it extremely difficult to safely get to the side. And of course VW won't try anything and they just say they will look at it but never a solution.

1JAN 05
2015**Jetta S 2.0L**

Automatic transmission 22 miles

- [REDACTED], Pacifica, CA, USA

I LEASED A 2015 VOLKSWAGEN JETTA WITH 19 MILES ON SUNDAY JAN 4, 2015. AFTER 4 HOURS AT THE DEALERSHIP I FINALLY WAS ABLE TO GO HOME AT 5 PM. I DROVE THE CAR APPROXIMATELY 3 MILES HOME.

I LEFT ON JAN 5, 2015 FOR WORK WHEN THE CAR BEGAN TO LOSE POWER ON THE HIGHWAY, THE EPC AND ENGINE LIGHT CAME ON. I PULLED THE CAR OVER TO THE EMERGENCY LANE AND TURNED OFF THE CAR. I THEN RESTARTED THE VEHICLE HOPING THAT I COULD AT LEAST GET THE CAR BACK TO MY RESIDENCE. I WAS ABLE TO GET HOME AT THE SPEED OF 7 MILES AN HOUR. I CALLED THE SERVICE DEPARTMENT AT THE DEALERSHIP, THEY TOOK MY NUMBER AND SAID THEY WOULD CALL BACK AFTER THEY CHECKED CARS IN.

I THEN CALL THE SALESMAN THAT SOLD ME THE CAR AND HE WAS EXTREMELY RUSHED, SAID HE WAS ON HIS WAY TO WORK AND NOT TO WORRY HE WOULD TAKE CARE OF EVERYTHING. THE SALESMAN CALLS ME BACK ABOUT 10 MINUTES LATER AND PROCEEDS TO YELL AT ME SAYING I NEED TO CALL THE ROADSIDE ASSISTANCE PHONE NUMBER IN THE PAMPHLET THAT WAS INCLUDED WITH THE VEHICLE MANUEL BOOK. I CALLED THE ROADSIDE ASSISTANCE, THEY COULD NOT FIND ME IN THEIR SYSTEM. OF COURSE I KNEW THAT BECAUSE I HAD JUST LEASED THE CAR ON A SUNDAY AT 5PM, THEIR ETA WAS 10:35AM. 3 HOURS LATER. I WAS NOT MAKING IT TO WORK TODAY.

I SPOKE TO THE SALESMAN AGAIN AND MADE IT CLEAR THAT I WAS NOT HAPPY ABOUT LOSING A DAY OF WORK AND DID NOT WANT THE VEHICLE. I WANTED THE CONTRACT TO BE VOIDED BECAUSE I DID NOT FEEL SAFE IN THE VEHICLE.

FINALLY THE TOW COMPANY ARRIVED AT MY HOUSE, THE DRIVER SAID "NOT ANOTHER ONE THIS IS THE 5TH CAR I HAVE TOWED, DID YOUR EPC AND AN ENGINE LIGHT COME ON"? I SAID YES, HOW DID YOU KNOW? HE SAID THAT EVERY VOLKSWAGEN HE HAS PICKED UP RECENTLY, 2014 AND 2015, ALL HAD THE SAME PROBLEMS. ONCE THE CAR WAS ON THE TRANSPORT TRUCK I WENT TO THE DEALERSHIP. AT THE DEALERSHIP I ONCE AGAIN EXPRESSED MY UNHAPPINESS WITH THIS CAR ASKING THEM TO VOID THE CONTRACT. I ONLY HAD THE VEHICLE 14 HOURS, DROVE IT A TOTAL OF 30MINS WHICH INCLUDED THE TEST DRIVE AND NOW THE CAR IS BROKE. LONG STORY SHORT THEY WERE NOT WILLING TO BE GENTLEMEN AND VOID THE CONTRACT, ALL THEY WANTED TO DO WAS GIVE ME A LOANER. "WHY, SO I COULD BREAK DOWN ON MY WAY TO WORK TOMORROW" WAS MY RESPONSE. I REPEATED MY UNHAPPINESS WITH THE VEHICLE THEY SOLD ME AND ESPECIALLY TO THE GENERAL MANAGER WHO PLAYED TOUGH GUY AND SPOKE TO ME LIKE I WAS A STUPID WOMEN WHO WAS GOING TO LISTEN TO HIM.

I LEFT THE DEALERSHIP FRUSTRATED AND FEELING LIKE I WAS LIED TO SO THEY COULD SELL ONE MORE FAULTY VEHICLE. I WENT HOME AND BEGAN TO DO RESEARCH FINDING OUT THAT THERE

ARE STILL OUTSTANDING RECALLS ON THIS CAR AND THAT, BY LAW IN CALIFORNIA, CAR DEALERSHIPS DO NOT HAVE TO DISCLOSE THIS TO BUYERS. WOW. SO BY LAW THEY HAVE DONE NOTHING WRONG BECAUSE THE LAW ALLOWS THEM TO BE DECEITFUL. I RECEIVED A CALL NUMEROUS HOURS LATER INFORMING ME OF THE PROBLEM "FAULT IN THE GAS PEDAL THEY NEEDED TO REPLACE THE WIRING IN THE GAS PEDAL AND THE GAS PEDAL HOUSING." ONCE AGAIN I STATED I DID NOT WANT THE CAR, THAT I DID NOT FEEL SAFE, STILL ON DEAF EARS, THEY WERE NOT GOING TO HELP ME.

THE SERVICE MANAGER EVENTUALLY GAVE ME THE PHONE NUMBER TO VOLKSWAGEN COMPLAINTS AND I FILED A COMPLAINT ASKING THEM TO TAKE THE CAR BACK BECAUSE I DO NOT WANT IT AND I DO NOT FEEL SAFE IN THEIR VEHICLE. STILL NO HELP AT ALL. I RECEIVED AN EMAIL ON JAN 8TH AT 5:16PM SAYING MY VEHICLE HAS BEEN FIXED AND READY TO BE PICKED UP. ANY HELP IN RESOLVING THIS PROBLEM WOULD BE APPRECIATED. THESE PEOPLE WHO WORK FOR VOLKSWAGEN WERE RAISED BY WOLVES.

About

is an online automotive complaint resource that uses graphs to show automotive defect patterns, based on complaint data submitted by visitors to the site. The complaints are organized into groups with data published by vehicle, vehicle component, and specific problem.

Add A Helpful Link

DON'T WASTE YOUR TIME: Link must be about **this specific problem** or it will be deleted — it must be free & helpful, like a video or web page or forum thread about this exact problem. NO FORUM HOMEPAGES. If you have a for-profit service, [contact us](#).

URL

Please type the entire URL including the 'http://...'

Title

Description

Your Email Address



Miami, FL



U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC
20590

W48-224