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S10 Priority

Printed: 3/17/2016

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

NHTSA #: ES16-001227	Rec'd Date: 3/17/2016	Referred By: NAD-200
XREF #:	Doc Type: CNG	Doc Date: 3/17/2016
Delivery: EML	Address To: DOT/I	Due Date: 4/22/2016
S10 #:	DOT/I #: S - 2016 50	RMP #:
Subject: LETTER FROM SENATOR BROWN ON BEHALF OF CONSTITUENT [REDACTED] REGARDING HIS DISSATISFACTION WITH THE VOLKSWAGEN GROUP OF AMERICA FOLLOWING THE PURCHASE OF HIS JETTA TDI (ATTN: JOHN PATTERSON)		
Ack Date:	Ack By:	Signed For:
Sign Office: DIRECTOR, GOVERNMENTAL AFFAIRS	Signature: ALISON PASCALE	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: TMAPP x62870	Modified By: TAMMY.MAPP	
Most Recent Comment:		

2016 MAR 17 A 11:26 EXECUTIVE SECRETARIAT ALICE WELSHMAN ISA

Author:

THE HONORABLE SHERROD BROWN
 UNITED STATES SENATOR
 801 WEST SUPERIOR AVE, SUITE 1400
 CLEVELAND, OH 44113
 Tel: 216-522-7272 Fax: 216-522-2239 E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	3/17/2016	4/22/2016	MAR 18 2016
NGA-010	SIGN	3/17/2016		

RR
31816
SMD

SHERROD BROWN
OHIO

COMMITTEES:
AGRICULTURE, NUTRITION,
AND FORESTRY

BANKING, HOUSING,
AND URBAN AFFAIRS

FINANCE

VETERANS' AFFAIRS

EXECUTIVE SECRETARIAT
RECEIVED-NITSA
United States Senate
WASHINGTON, DC 20510 - 3000
MAR 17 A 11:05

March 16, 2016

Mr. Dana Gresham
Assistant Secretary for Governmental Affairs
U.S. Department of Transportation
Office Of The Secretary
1200 New Jersey Ave, S.E.
Washington, DC 20590

Dear Mr. Gresham:

Enclosed please find a Request for Assistance, correspondence, and documentation from [REDACTED]

[REDACTED] contacted me regarding his dissatisfaction with the Volkswagen Group of America following the purchase and subsequent revelation that his Jetta TDI is one of the affected models that was determined to have had an illegal defeat device installed by the manufacturer.

Please review this matter and provide me with your comments and recommendations for any actions that can be taken to resolve this situation. Your response should be directed to my Cleveland office at 801 West Superior Ave., Suite 1400, Cleveland, Ohio 44113 (Phone: 216-522-7272; Fax: 216-522-2239).

Thank you for your attention to this request.

Sincerely,



Sherrod Brown
United States Senator

SB:jp

Enclosure

cc: [REDACTED]



Request for Assistance

SENATOR SHERROD BROWN

NAME _____ HOME PHONE _____
 ADDRESS _____ CELL PHONE _____
 CITY 44444 _____ WORK PHONE _____
 STATE OH ZIP _____ COUNTY Cuyahoga EMAIL _____
 SS# _____ Medicare# _____ CLAIM#/CASE# _____
 (Provide these numbers only if necessary to investigate your case.)

Dear Senator Brown:

I am seeking your assistance in a personal matter involving the federal government. I hereby authorize your office to request, on my behalf, that the appropriate federal agency or agencies investigate the following: (Use reverse side or additional paper, as needed.)

I wanted to reach out to you in hopes that you might be able to get a response. I am a VW Golf sportswagen DIESEL owner. My wife & I bought the car this summer. Imagine the rage, disgrace and frustration we felt when VW admitted to selling the vehicles fraudulently.

To date - I have contacted VW North America, VW HQ in Germany, and the lawyers at Feinberg, who are 'handling' the situation.

All I want is my money back. Take the car - give me money back. I stated this as simply as possible, and seven (7) times so far.

I was hoping that maybe you might be able to get a response.

Anything. Even a "NO" would be better than the silence.

I have enclosed the previous correspondence I hope it helps.

VIN: 3VWFA7AU6FM _____

I further authorize, under the provisions of the Privacy Act of 1974, that the agency or agencies involved have my permission to disclose information from their records about my case or claim to the office of Senator Sherrod Brown.

SIGNATURE _____ DATE Feb. 29, 2016

Please return this completed form and any other relevant information to:
Senator Sherrod Brown, 801 West Superior Avenue, Suite 1400, Cleveland, Ohio 44113-1829
 Phone: 216-522-7272 Toll Free: 888-896-6446 (Press 1)
 Fax: 216-522-2239

[REDACTED]
Highland Heights, OH [REDACTED]

Dear Senator Brown,

I wanted to reach out to you in hopes that you might be able to get a response. I am a VW Golf sportswagen DIESEL owner. My wife & I bought the car this summer. Imagine the rage, disgrace and frustration we felt when VW admitted to selling the vehicles fraudulently.

To date – I have contacted VW North America, VW HQ in Germany, and the lawyers at Feinberg, who are ‘handling’ the situation.

All I want is my money back. Take the car – give me money back. I stated this as simply as possible, and seven (7) times so far.

I was hoping that maybe you might be able to get a response. Anything. Even a “NO” would be better than the silence.

I would be happy to send the previous correspondence if you believe it might help.

VIN: 3VWFA7AU6FM [REDACTED]

Sincerely,

[REDACTED]

To Whom it may Concern,

September 28, 2015

My wife and I bought a 2015 Golf TDI sportswagen, this May and we were very excited, not only because we had fun driving and depended on the 1997 Jetta Jazz, the lure of better mileage and excellent emissions from the cleaner vehicle matched our personalities.

Mike and Sean over at Mentor Volkswagen were awesome. Very helpful, friendly, and worked with us to get the car we wanted, even though it took some time to find one.

Please try to imagine the parallel feeling of disgust and betrayal we felt when the news came out.

That Volkswagen was **deliberately** adding software to lie, cheat and steal. We paid more for the diesel engine; we came back to VW brand because we felt it was a good company; we thought that VW is a company that prides itself on providing quality merchandise.

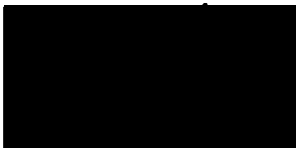
All a filthy lie.

I realize the "upper management" is scrambling to devise a scheme to minimize financial concerns, assuage costumers concerns, and to protect their job - I do not care.

I want VW to take the car back. I want the money we paid, extra for the TDI, back - in full. VW can have the car that pollutes the environment, and is a walking billboard for corruption.

We see people looking at us as we drive the car, and they are disgusted, repulsed and passing judgement on us *because of the package of lies sold to us!*

Betrayed,



Highland Hts. OH [redacted]

W [redacted]

VIN: 3VWFA7AU6FM [redacted]

From *Erin Johnson*



Das Auto.

Customer Resolution and Retention Department

[Redacted]
Highland Heights, OH [Redacted]

RE: 2015 Volkswagen Golf
Case: [Redacted]
VIN: 3VWFA7AU6FM [Redacted]

October 7, 2015 Date

Dear [Redacted]

Thank you for your letter. Please know that I do understand your concerns and your frustration.

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

Volkswagen of America value's our customer and the trust of our customers continues to be our most important asset. We at Volkswagen will do everything that must be done in order to re-establish the trust that so many people have placed in us.

Volkswagen takes what the government has said very seriously. We are fully cooperating with the responsible agencies. Please know that this issue is being addressed and a remedy is in the process of being developed. Once a remedy has been identified for the relevant vehicles, the owners of those vehicles will be contacted. Someone from our team will follow up with you at that time to ensure you have the most current information.

Please note that on September 18, 2015 the United States Environmental Protection Agency (EPA) issued a press release stating "Car owners should know that although these vehicles have emissions exceeding standards, these violations do not present a safety hazard and the cars remain legal to drive and resell.

Sincerely,

Customer Resolution and Retention Department
Volkswagen Group of America



Das Auto.

September 29, 2015

*****AUTO**3-DIGIT 441
158725 9/416/1

[Redacted]

Highland Heights OH [Redacted]



Dear [Redacted]

Earlier this month, Volkswagen Group of America, Inc., and Volkswagen AG received notice from the U.S. Environmental Protection Agency, U.S. Department of Justice, and the California Air Resources Board, informing us that those agencies had determined that certain 2.0L 4-cylinder TDI vehicles do not comply with emissions standards. According to our records, you own or lease one of these vehicles.*

I am writing you today to offer a personal and profound apology. Volkswagen has violated your trust. I understand and fully appreciate your anger and frustration. I would like you to know that we take full responsibility and are cooperating with all responsible agencies. I can also assure you that we are committed to making this right for you — and taking steps to prevent something like this from ever happening again.

Right now, we are working hard on remedies to bring vehicles into emissions compliance as soon as possible. Getting this right will take some time, but we will notify you immediately once we have more information. Until then, please know that your vehicle remains both safe to drive and legal to drive, as noted by the EPA in its September 18 press release. You do not need to take any action at this time; all we ask for is your patience.

Along with our parent company, Volkswagen AG, we are committed at every level of our company to do what must be done to begin to regain your trust.

If you have questions or concerns, please contact our Customer CARE Center at [Redacted] or by calling 1-800-822-8987. You can also visit [Redacted]

Thank you for your understanding, and for being a very valued customer.

Sincerely,

Michael Horn
President and CEO
Volkswagen Group of America, Inc.

*These vehicles include:

- VW Jetta TDI (Model Years 2009–2015)
- VW Jetta SportWagen TDI (Model Years 2009–2014)
- VW Golf TDI (Model Years 2010–2015)
- VW Golf SportWagen TDI (Model Year 2015)
- VW Beetle TDI and VW Beetle Convertible TDI (Model Years 2012–2015)
- VW Passat TDI (Model Years 2012–2015)

To Whom it may Concern,

October 15, 2015

I wanted to pass along my appreciation for the letters we have received, the first from Mr. Horn, indicating it is still safe to drive our vehicle.

I also appreciate the letter indicating my letter to VW was received. The response letter (attached) indicated that my concerns and frustrations were understood, and that a remedy was being identified.

In my letter, I clearly identified what my remedy should be.

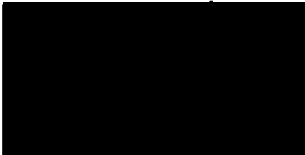
"I want VW to take the car back. I want the money we paid, extra for the TDI, back – in full."

I do not believe that my concerns and frustration are understood – if this simple solution is not addressed.

This is simple – give me my money back.

It is efficient – my understanding is a \$37,000 fine per vehicle – more than my purchase price – *saves VW money.*

Unbelieving,



Highland Hts. OH [redacted]

W [redacted]

VIN: 3VWFA7AU6FM [redacted]

VOLKSWAGEN

GROUP OF AMERICA

November 5, 2015

[REDACTED]
Highland Heights, OH [REDACTED]Volkswagen Group of America
3800 Main St.
Auburn Hills, MI 48326
Telephone 844 862 3942
Fax +1 484 754 6504RE: 2015 GOLF SPORTWAGEN TDI SE MANUAL
Case: [REDACTED]
VIN: 3VWFA7AU6FM [REDACTED]

Dear [REDACTED]

On behalf of Volkswagen of America, Inc. ("Volkswagen"), an organizational unit of Volkswagen Group of America, Inc., this letter will acknowledge receipt and respond to your request for the repurchase of your vehicle as a result of the recent news regarding emissions issues with certain VW TDI vehicles.

The trust of our customers and the public is our most important asset. While the service history of your vehicle does not meet state or federal requirements for a repurchase or replacement, please know that there are efforts underway to ensure that both your vehicle and your trust in our organization are remedied. A remedy of the TDI emissions issue is in the process of being developed and we greatly appreciate your patience during this time. As a measure of goodwill, in the coming days we will be communicating initial steps to show gratitude to owners of affected vehicles for their patience while long term measures are put into place.

We apologize for any difficulties you may be experiencing, and wish to assure you that once a remedy has been determined for the relevant vehicles, the owners of those vehicles will be contacted. In the interim, please note that on September 18, 2015, the United States Environmental Protection Agency (EPA) stated that the emissions issues "do not present a safety hazard and the cars remain legal to drive and resell."

We will continue to work within the terms of any applicable manufacturer's warranties to address any verifiable concerns with your vehicle. If you experience any additional concerns with your vehicle, please contact an authorized Volkswagen dealership to schedule a service appointment. Should there be additional information regarding your vehicle's service history that you would like us to consider, please contact Customer Resolution & Retention at (844) 862-8942 or [REDACTED]

Sincerely,

Customer Resolution & Retention

To Whom it may Concern,

November 20, 2015

I wanted to pass along my appreciation for the letters we have received, indicating it is still safe to drive our vehicle, then the latest from Mr. Horn, asking for patience while he tirelessly develops a remedy.

In a separate letter I received – it was clearly stated that VW recognized my request for repurchase of my vehicle, but VW was under no legal – State or Federal – obligation to do so.

There is no need for lawyers, or not getting enough sleep. In my previous letter, I clearly identified what my remedy should be.

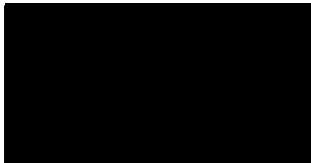
"I want VW to take the car back. I want the money we paid, extra for the TDI, back – in full."

This is simple – give me my money back.

Yet in the latest correspondence, Mr. Horn appears to be offering \$1,000.00 as compensation? I can confidently state that in no way shape, form or concept is \$1,000.00 anywhere near sufficient for the act of fraud VW admits to perpetrating.

Yesterday in the latest news, and admittedly there is a lot, USA Today quoted Mr. Horn saying "committed to this market" and "committed to making it right."

Hopeful,



Highland Hts. OH

W:

VIN: 3VWFA7AU6FM

Volkswagen Groups of America
3800 Hamlin Rd.
Auburn Hills, MI 48326

Mr. Feinberg,

December 29, 2015

I wanted pass along my previous correspondence with VW to date, regarding the diesel fraud they admitted to perpetrating. Please understand, with the lack of any action from VW outside of "tirelessly developing a remedy", my patience is waning rapidly.

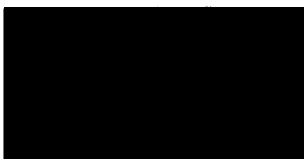
I understand you have a lot of work to do, and I want to make it simple for you.

I want VW to take the car back. I want the money we paid, extra for the TDI, back – in full.

This is simple – give me my money back.

Please take a moment to review the attached letters – if you feel the need. If the correspondence does not clearly indicate my feelings, and my preferred resolution, please give me a call to discuss.

Hopeful,



Highland Hts. OH [redacted]

W [redacted]

VIN: 3VWFA7AU6FM [redacted]

The Willard Office Building
1455 Pennsylvania Avenue, NW
Suite 390
Washington, DC 20004-1008

THE LAW OFFICES OF
KENNETH R. FEINBERG PC

THE WILLARD OFFICE BUILDING
1455 PENNSYLVANIA AVENUE, N.W.
SUITE 390
WASHINGTON, D.C. 20004-1008

(202) 371-1110 (TELEPHONE)

(202) 962-9290 (FAX)

WRITER'S DIRECT DIAL NUMBER

January 7, 2016

[REDACTED]

Highland Heights, OH [REDACTED]

Re: 2015 Volkswagen Golf SportWagen TDI

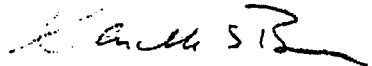
Dear [REDACTED]

Thank you for your letter of December 29, 2015 and your comments about Volkswagen.

We have begun the process of collecting information, input and opinions from the owners of the affected vehicles. We appreciate your input. Additionally, we will reach out to the regulators, the Company and to the various plaintiff lawyers representing affected owners to seek their input. Over the next several weeks, we will be working diligently and expeditiously to draft a Program Protocol and Guidelines for the submission of claims under the Program. We believe that by agreeing to create this independent Program, the Company is taking a serious approach to satisfying customers, and we intend to provide a fair and equitable system to address these claims.

We will keep your contact information on file so that we may provide you with information on the Program once it has been established.

Sincerely,



Camille S. Biros

CSB:mat

Dear Ms. Biros,

January 14, 2016

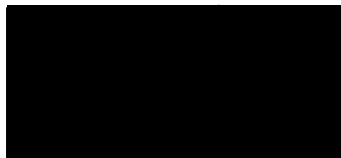
I wanted to thank you for responding to my letter, which included all my correspondence with VW to date. It is refreshing to actually *get* a response.

Regarding the offer by VW of a \$500 Prepaid Visa, and a \$500 Dealership voucher – does acceptance of this “goodwill gesture” in any way shape or form negate, hinder or prohibit any future claims I might have against VW?

I reiterate – I have not received a response to this question from VW. They can just refund my money, a fair and equitable and solution. I would appreciate a response from you, as it is my understanding you (your firm) would know the answer.

If this query would be easier to address on the phone, please give me a call to discuss.

Sincerely,



Highland Hts. OH

W:

VIN: 3VWFA7AU6FM

The Willard Office Building
1455 Pennsylvania Avenue, NW
Suite 390
Washington, DC 20004-1008



2014 Senate Input Form for Governmental Affairs Correspondence
Control Sheet (I-10), W85-328



Control Number S - 2016 50

General

Date DOT Received 3/17/2016
Date DOT Entered 3/17/2016
Member's Date 3/16/2016
Member Last Name Brown
Member First Name Sherrod
Member Organization United States Senator
Address1 801 West Superior Ave
Address2 Suite 1400
City Cleveland
State OH
Zip 44113

Constituents

File Name [REDACTED]
Date 3/17/2016
Subject Volkswagon Group of America
Action Office NHTSA
Action Code
Due Date 4/22/2016

Contacts

MemberContact John Patterson
Phone (216) 522-7272
Pending
Closed Date
Remarks john_patterson@brown.senate.gov
DOT Contact Maria Harrison at (202) 366-4573

Notes: