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CHRIS CHRISTIE

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New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102



JOHN J. HOFFMAN
Go Acting Attorney General

KIM GUADAGNO
Lt. Governor

February 17, 2016

STEVE C. LEE
Acting Director

National Highway Traffic Safety Administration
US Dept of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

MAR -9 2016

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re: [REDACTED]
File Number: [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate
Supervising Investigator, Consumer Service Center

PDP/tg

NAM
32416
SMD

Office of the Attorney General

Citizens' Services

Date: 01-28-2016

Received Date : 01-27-2016
Correspondence Date : 01-22-2016
Subject : Consumer Complaints - General
Name : [REDACTED]
Affiliation :
Assigned to : Richard Rebisz
Division of Consumer Affairs
Due Date : 02-10-2016
Issue : Concerns a malfunctioning voice recognition system in her Volkswagen and her ongoing difficulties with Jack Daniels dealership to fix the problem
Comment :
Response Type : For your action - keep original
Response Date :

Forward with all drafts, response copies, and original correspondence to:

Regina M. Garb
Citizens' Services
Office of The Attorney General
Richard J. Hughes Justice Complex
8th Floor, West Wing, CN-080
Trenton, NJ 08625

[REDACTED]
Moonachie, NJ [REDACTED]

January 22, 2016

To Mr. John Jay Hoffman,

I bought my 2014 VW Jetta TDI brand new from the dealership. Ever since I purchased my car, the voice recognition software was not able to recognize my voice. I have been back and forth to Volkswagen about 20 times over the past year and a half and their response has been "Oh it is just your voice and we can't fix the problem. Volkswagen is identifying a flaw in the voice recognition software with female voices and has encouraged me to continue driving the car and if I want to use my cell phone, it will be unsafe and illegal driving. Please see below a record of this problem.

I first want to start out by stating that ever since I have had my license, I have owned a Volkswagen. I love Volkswagens and I truly believe Volkswagen is an incredible company despite recent events. I hold Volkswagen to the highest regards. My first Volkswagen was purchased in 2004, a 1999 Green Jetta VR6. I absolutely loved this car and drove it until hurricane Sandy hit in October 2012. My town was severely effected by the flooding. I then purchased a 2001 Jetta, while I saved money to buy a brand new Volkswagen. Two members of my family also share my love of Volkswagen and have always owned a Jetta and a Passat.

In May 2014, I purchased a 2014 Jetta Sportwagon TDI. I went to the Jack Daniels dealership in Fair Lawn, NJ, for my 10,000-mile check-up; I brought my car to your dealership because it is conveniently located around the corner from my work. I noticed that I was never able to use the voice-activated software to make phone calls through blue tooth. When I would press the button on the steering wheel, and state "Call John Smith" it would not identify my voice. When I dropped my car off for the 10,000-mile check-up I also brought up this issue. When I was called in to pick up my car, Paul Dupree mentioned "sometimes this just happens, we have a lot of blue tooth issues with our cars." He told me that if it still isn't fixed and bothers me then I should bring it back in.

I decided to wait until my 20,000-mile check up to readdress this issue. This time Chris Miely was the sales representative assigned to my case. When I dropped off my car again I stated this issue along with another problem I was having with Bluetooth; it would randomly sync and unsync with my car. This problem was incredibly distracting. I noted to them that on a 5-hour drive, this problem happened 40 times. Chris told me he would address all of these issues along with the 20,000-mile check up. I was called in to pick up my car and neither of these problems were fixed. I waited at the dealership for an hour for Chris to tell me that he will keep the car and have a technician look over it. Luckily, I had a loaner vehicle, but my car remained

at Jack Daniels for a total of 10 days. Throughout these 10 days, I was called in 3 times and the Bluetooth problem continued. Finally, the technician said that there is nothing else he can do.

On November 25, 2015 I had brought in my car again for its 30,000-mile check up and Chris Miely was my case manager again. This time I stated again my Bluetooth problem. I did not pick up my car until December 22, 2015. My car had remained with Jack Daniels for a total of 28 days and the Bluetooth problem continued. Throughout this period I had been called to pick up my car 7 different times without the problem being resolved. Each visit lasted about an hour resulting in canceling sessions with my clients at work. I am not paid for sessions, which I have to cancel last minute. After the 3rd trip to Jack Daniels Volkswagon, Linden VW had mailed me a coupon for half off oil change and service. I asked Chris if he would honor the coupon since I had not yet been able to pick my car up. He was very resistant at first, and after I explained all of the problems I have had with Jack Daniels so far, he decided to offer me a free oil change when I bring my car in for its 40,000-mile check up. I also explained to him how much work I was missing due to him calling me in to pick up my car without the problem being resolved. He had no sympathy for me and showed little regard to this inconvenience.

While my Jetta remained at Volkswagon, I received a survey asking how my recent visit had been. I filled out the survey as honest as I can and explained everything. At the bottom of the survey was a question asking if I would like to be contacted by Volkswagon of America, Jack Daniels or both. I selected to just be contacted by Volkswagon America. Twenty minutes later I had received a voicemail from Chris Miely "demanding why I scored Jack Daniels so low when he gave me a free oil change." I chose not to respond to this voicemail because his tone sounded hostile. Within the next few days I had also received an email from Chris, asking again about this survey. Chris then gave me another phone call and left a message in regards to the survey. At this point I felt as though Chris had been harassing me because I scored the survey as honest as possible.

It was at this point that I felt uncomfortable and contacted Volkswagon of America. When I picked up my car I had told Chris how uncomfortable he made me feel with all of the phone calls and emails and then again he asked me questions about the survey. If surveys are to be filled out with the intention of being questioned for your responses, I am not sure how the customers can answer these honestly.

When I picked my car up on December 22, the Bluetooth issue had yet to be resolved. Chris Miely actually stated "I think it is just your voice." Chris went on to list all the individuals who have been successful using my blue tooth. All individuals were male. I really do love Volkswagon; however, I am in such shock that I have had to restructure my entire work schedule and life around picking up and dropping off my car at Jack Daniels. It has practically become a part-time job between traveling to and from Jack Daniels, to the hours spent on the phone with both Jack Daniels and Volkswagon of America.

On January 6, I had contacted VW Roadside Assistance because my car would not start. When Roadside Assistance arrived, my car was connected to a battery pack and after three tries, no luck. He then connected my car to his car and we tried three more times without success. He then told me that he thinks my problem is the starter and pulled out a metal pole and started banging on my starter while I was trying to turn the key. After the third try it worked and he advised me to drive my car immediately to Volkswagen because my "starter is going." I contacted Jack Daniels at 5:00 and was told that all the technicians had gone home and there was not a loaner vehicle available at this time.

On January 8th, my car was able to start and I drove it to Volkswagen. When I walked in, Chris Miely immediately went into the back room and Chris Kinney became my case manager by default. I explained to him what had happened and also reported that I have been hearing noises coming from the suspension. At this time, I have been in contact with Volkswagen of America almost on a daily basis and they advised me not to mention my blue tooth issue because they had been arranged for a quality technician to make an appointment with me to check my car.

On Monday, January 11, I had received a call from Volkswagen stating that the quality technician had been working with Chris (Jack Daniels technician Chris) and he would like to make an appointment with Chris (JD technician) and the quality technician. I was confused as to why Jack Daniels had been working on my Bluetooth problem without my knowledge, but assumed Volkswagen of America had directed them to do so. I made an appointment with the secretary for Tuesday January 12, with Chris K, Chris (JD technician) and Quality technician from Volkswagen of America for 4:00.

When I had arrived on 1/12/16 at 4:00 Chris K. was nowhere to be found and a woman sitting next Chris M's desk mentioned that he had run out for a sandwich. I explained that I had an appointment with him to pick up my car. I waited for 30 minutes, until Chris (JD technician) came out and asked me to follow him to my car. He explained that the Quality Technician was not present but we could call him if we ran into problems. After an hour and a half of Chris (JD technician) attempting to fix my blue tooth, there was still no success. Chris (JD technician) recommended I pick 15 contacts and record my voice saying their names. I explained that this was not a solution to this problem because I am still unable to use this feature while driving safely if I have to call someone who doesn't make the 15-person cutoff. He did not have an answer for me. Chris tried to call the Quality Technician but was unsuccessful. I then asked if he had any thoughts about my starter or suspension and he had no idea what I was talking about. I explained the initial reason my car was back in service and he asked if we could go for a test drive to hear what I had been explaining. As soon as Chris (JD technician) heard the noise he mentioned that he would talk with Chris M. and ask if he can look at the car the following day. Chris M. agreed and I remained in the loaner car. After this hour and a half ordeal, I missed another session with my client and the Quality Technician had finally contacted Chris but I had to leave to go to work.

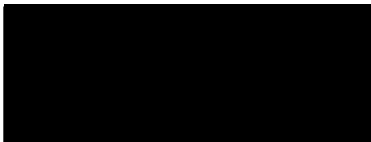
Again I had updated Volkswagon of America that I had been called into Jack Daniels to pick up my car and wasted another hour and a half trying to fix a problem that I had not asked them to address. I was called on January 13th by Chris M. and he said that my car had been tested and the results came back completely normal. I asked Chris what I should do if I picked up the car and the squeaking noise continued. Chris advised me to bring the car immediately back to Jack Daniels and somebody would look at it. I also asked Chris for clarification as to why a car that is only 1.5 years old would not start and Chris was unable to give me an answer.

On January 14th I went to Volkswagon to pick up my car. Chris K. happened to be available and handed me my receipt. Upon looking at this receipt, the first item was a free oil change and my complaint regarding the squeaking noise had not been listed. When I questioned why my car received an oil change when it had just gotten one 2,000 miles ago he got defensive and said he could no longer discuss these matters with me and I had to wait until Chris M. was back at work. I also asked him if my suspension had been checked and he refused to answer. He did however, tell me that when I had dropped off my car, I told him that I wanted an oil change and he never heard me address my suspension. He then said that he had nothing else to say and I will be hearing from Chris M. As of 1/22/2016, I have yet to hear from Jack Daniels.

I then started to process my entire experience with Volkswagon. I started thinking that if had been a man, the outcome would have been in my favor and apparently the voice recognition software only works with the male voice. I do not understand why they have not attempted to try a female voice since the car belongs to a female was shocked to see such bad service from a company I have grown to trust.

I look forward to hearing from you. Any advice or guidance would be appreciated.

Sincerely,



NJ Office of the Attorney General

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NEWARK, NJ 07101



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