

CL-10873074 -1818

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



Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6686

May 26, 2016

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Building
Washington, DC 20590

JUN - 2 2016

RE: Auburn Volkswagen
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are processing this complaint through our Informal Complaint Resolution Service. We are forwarding you a copy for your information because it may include information of interest to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRCComplaints@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

JESSICA L. MOORE
Consumer Resource Center Coordinator
Consumer Protection Division
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

Enclosure(s)

NM
6716
SMD

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]
Seattle, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

[REDACTED]

E-mail Address:

[REDACTED]

Age Group (optional):

50-59

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):

No

If English is not your first language, what is your first language?

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Names and addresses of any other complainants involved:

Business Information

Name of business that I am complaining about:

Auburn Volkswagen

Address:

3109 Auburn Way N
Auburn, WA 98002

Phone:

(253) 275-0300

Toll-Free:

(888) 528-5280

Fax:

(253) 351-0575

E-mail:
jpodgorski@auburnvw.com

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Item or service purchased:

Cost of item or service:
?

Did you sign a contract?

Date of transaction:
5/06/2016

Salesperson's name:

Was an advertisement involved?

Date and source of advertisement:

About Your Complaint

Have you complained to the business?

If YES, to whom (include position)?

What response did you receive?

If you have not contacted the business, explain why:

Have you filed a complaint about this business with the Attorney General's Office before?

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney?

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending?

If YES, please explain:

Explain your complaint in detail:

I bought a 2014 Passat in Oct. of 2014. It is my very first brand new car, I wanted something safe, cause I was going to be driving my grandchild around in it. The salesperson "Jake" assured me that it was one of the safest on the road. He talked me into a lease instead, as he said they would take care of all the service needs. Anyways the car seemed fine.

My kids, my grandson and I were out Christmas light seeing one night, and my kids kept saying they smelled gas. I have a deviated septum, so smells are hard for me. The smell got stronger and stronger until they had me take my car home, none of us knew what was going on. The next day I call VW of Auburn and told them about the smell, they said to bring it in. I told them that

because my kids said the smell was so strong I did not want to drive it. Thank goodness I didn't because it was the fuel line that runs from one end of the car to the other, I can imagine if it would of gotten too hot. I received a recall two weeks later.

I received another recall notice on the Takeda airbag on May 6th 2016. I called to see when I can bring the car in and they said they do not have a fix yet. I told them that I need to get a loaner then, and they would not authorize it. I called VW themselves and they said I had to deal with the dealership in which I purchased the car. I have made several calls and text messages (about 20 in all-can give dates and times if needed) and have spoken to Matt. I cried to the dealership just wanting some type of solution to this problem. A loaner car, a new car, this car fixed, something! They re-ran my credit (don't know why as I have not missed any payments to them) they said they can get me into another car with 6000.00 to 7000.00 down! Why I have to pay that to feel safe in a car that they told me was safe when I bought it is beyond me? I asked if they could put the down onto the back of the loan? Anything to get me out of this Passat that can send medal shrapnel into me and my passengers. They would do nothing. They said the down payment would be lower if I wait another year before turning it in. So they want me to drive around with a faulty airbag for another year? That doesn't seem right, when I was under the impression that this was a safe car. They can not even give me a date of when they might be able to fix it. I am just looking for a solution that will make everybody happy. I am attaching a copy of the recall notice that I received. The NHTSA online says that the cars should be fixed with urgency and not to wait. Since I can't afford a new down payment and I need my car for work, I feel I am being forced to drive a potential death trap. I don't think it is fair, I just want what I am paying for and that is a safe car, and I don't feel like that is what I have what so ever.

What do you think the business should do to resolve your complaint?

Explain if you have circled 'Other':

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

Signature [REDACTED] **Date** 5/17/2016

Received via the Internet

City and State where signed Seattle, WA

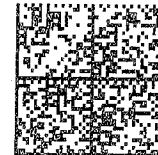


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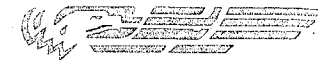
ATTORNEY GENERAL OF WASHINGTON

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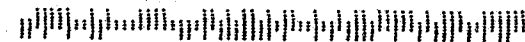


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