

CL-109 369 88-4744



CHRIS CHRISTIE  
Governor

KIM GUADAGNO  
Lt. Governor

## New Jersey Office of the Attorney General

Division of Consumer Affairs  
Consumer Service Center – Complaint Review Unit  
124 Halsey Street, 3<sup>rd</sup> Floor, Newark, NJ 07102  
11/29/2016



CHRISTOPHER S. PORRINO  
Attorney General

STEVE C. LEE  
Director

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

National Highway Traffic Safety Administration  
U.S. Department of Transportation  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

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

DEC 16 2016

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



New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@ips.state.nj.us

OFFICE OF CONSUMER PROTECTION  
735478 OCT 26 2014

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: BRICK  
STATE: NJ ZIP CODE: [REDACTED]  
HOME TELEPHONE NUMBER: [REDACTED]  
CELL: [REDACTED]  
WORK TELEPHONE NUMBER: [REDACTED]  
\* E-MAIL ADDRESS: [REDACTED]  
\* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.

BUSINESS: VOLKSWAGON OF AMERICA  
ADDRESS: ~~PO BOX 7498~~ 3800 HAMLIN ROAD  
CITY: ~~LIBERTYVILLE~~ AUBURN HILLS, MI  
STATE: ~~MI~~ 48326 ZIP CODE: ~~48048-7498~~  
TELEPHONE NUMBER (1): 800-547-7754  
TELEPHONE NUMBER (2): 800-428-4034

For statistical and informational purposes only. Your age:  18-29  30-44  45-59  60 or older

1. Nature of complaint (please check the appropriate box(es)):

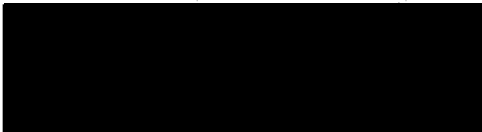
- Automotive
- Automotive Repairs
- Banking
- Credit Card
- Charity
- Direct Mail/Sweepstakes
- Home Repair
- Internet/Cyberspace
- Professional Service
- Stocks/Securities
- Telemarketing
- Telecommunications
- Bingo/Raffle
- Health Club
- Warranty
- Advertising
- Wheelchair Lemon Law
- Weighing/Measuring Devices
- Used Car Lemon Law
- New Car Lemon Law
- Furniture
- Other (specify) RECALL - TAKATA AIRBAGS

2. If your complaint involves a motor vehicle, please provide the following information:

a.  New  Used  
b.  Purchased  Leased  
c. LEASED Purchase Price \$6,000.00 DOWN Current Mileage 20,847  
d. Date of Purchase 5/1/14  With Warranty  With Service Contract  As Is  
e. Make EOS VW Model EOS Year 2014  
PLUS \$374.00/MO. FROM 5/1/14 TO 5/1/17

3. Name of company you dealt with: VOLKSWAGON SHREWS BURY & VOLKSWAGON AMERICA

4. Name and title of company agents or employees you dealt with: SEVICE DEPT SALES PERSON  
VOLKSWAGON OF AMERICA - VOLKSWAGON CREDIT MICHAEL COLELLA  
DEPT.



Brick, New Jersey



5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

① RECEIVED NOTICE OF RECALL FOR TAKASHA AIRBAGS THAT WERE PLACED IN VW-EOS VEHICLES. HEARD IN NEWS THAT THERE WAS A RECALL ON ALL TAKASHA AIRBAGS FROM FRAGMENTS OF METAL SHOOTING OUT AFTER SEVERAL DEATHS HAD OCCURED. \* PLEASE SEE COPY RECALL DATED APRIL 2016 ITEM.

② BROUGHT CAR VW-EOS TO SHREWSBURY VW AND THEY SAID THAT THEY DO NOT HAVE ANY NEW AIRBAGS TO REPLACE IT WITH AND IT COULD BE ANOTHER 8 MONTHS APPROXIMATELY BEFORE THEY CAN REPLACE IT.

③ SINCE CAR WAS A LEASE WITH 8 MONTHS LEFT, I CALLED THE LEASING COMPANY, VOLKSWAGON AMERICA TO HAVE THEM TURN IN MY CAR WITHOUT OBLIGATING MYSELF TO THE 8 REMAINING PAYMENTS. THEY GOT BACK TO ME THE DAY AFTER FROM THEIR RESOLUTION DEPARTMENT AND TOLD ME THAT THEY WILL NOT TAKE THE CAR BACK WITHOUT CONTINUING MY PAYMENTS. SINCE MY WIFE WAS AFRAID TO DRIVE THAT CAR, I PAID THE REMAINDER OF THE 8 PAYMENTS AND LEASED ANOTHER MAKE OF A CAR. WE REMAIN STRONG WITH OUR BELIEFS THAT IF AIR BAGS COULD NOT BE REPAIRED OR REPLACED IMMEDIATELY, WE SHOULD HAVE BEEN ABLE TO RETURN IT WITHOUT BEING ASKED TO PAY FOR THE BALANCE WITHOUT A RELEASE OF OBLIGATION. \* PLEASE SEE ITEM #2

- PLEASE NOTE COPIES OF: ITEM 1 - RECALL NOTICE ITEM 2 - VW CREDIT STATEMENT ITEM #3 - LEASE AGREEMENT ITEM #4 - LEASE VEHICLE RETURN FORM

THANK YOU

6. The amount of loss involved in this complaint: \$ 2,992.00 . Please provide a breakdown of these losses:

8 - PAYMENTS OF \$374.00 PER MONTH - = \$ 2,992.00

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint to use the information in any way that is necessary.

10/21/16

Date

\* This certification must be signed by the person completing the form.

**IMPORTANT SAFETY RECALL**

ITEM # 1



Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

April 2016

BRICK, NJ

**IMPORTANT!**

**SAFETY RECALL 69M9 – TAKATA SDI DRIVER FRONTAL AIRBAG**

This notice applies to your vehicle: WVWBW8AH7EV

NHTSA: 16V078

Your vehicle is identified as subject to the safety recall described in this letter. A **RECALL REPAIR IS NOT YET AVAILABLE**. You will receive a follow-up letter once it is confirmed that your dealer has parts & repair instructions available to address this safety recall.

Dear Volkswagen Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen, based on information received from Takata, has decided that a defect, which relates to motor vehicle safety, exists in certain 2007-2014 model year Volkswagen vehicles equipped with a Takata SDI driver frontal airbag.

Takata has reported that the driver frontal airbag inflator could potentially rupture if the vehicle is involved in a crash where the frontal airbags are designed to deploy. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, which may result in serious injury or death to vehicle occupants.

While there are no known incidents of any ruptured SDI airbag inflators in any Volkswagen vehicle worldwide, we are planning to conduct this recall as a precautionary measure.

Our records show that you are the owner of a vehicle affected by this action.

Please note that at the present time we do not have replacement parts available. Volkswagen will notify you by another letter as soon as we can perform this recall on your vehicle.

*If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.*

69M9 VW.USA

00008978

# Account Statement

ITEM #2

Volkswagen Credit



## Summary of Charges

**Total Amount Due:** \$374.00  
**Payment Due Date:** September 10, 2016  
**Base Payment:** \$374.00

## Account Information

**Account Number:** [REDACTED]  
**Customer(s):** [REDACTED]  
**Vehicle:** 2014 Volkswagen  
**Garaging Location:** Brick, NJ  
**Payments Made:** 28  
**Payments Remaining:** 8  
**Payment Received 08/05/2016:** \$374.00  
**Current Balance\*\*:** \$2,992.00

8 PAYMENTS LEFT AS OF SEPT 1 16

\*Amounts may not reflect payments made after 08/18/2016  
 \*\*Current Balance is not a payoff. Please contact Customer Service for an accurate payoff amount.

## Account Management

**Customer Service: (800) 428-4034**  
 Automated response 24 hours a day, 7 days a week  
 Representatives available weekdays from 8 a.m. to 10 p.m. (Eastern)



Never slow down with secure, convenient 24/7 account access.  
 Sign up or log in at [vwcredit.com/myaccount](http://vwcredit.com/myaccount).

VW Credit, Inc. (dba Volkswagen Credit) is a servicer for VW Credit Leasing, Ltd. and VCI Loan Services, LLC

Please return this portion of the invoice with your payment. Allow 5-7 days for mailing to ensure payment is delivered by the due date. To avoid delays in mailing, please do not include correspondence with your payment.

START OF LEASE  
 MAY 1ST 2014

END OF LEASE  
 MAY 1ST 2017

3yr LEASE

## Important Messages

Payments initiated before 11:59 p.m. CST, Monday through Sunday, will be credited to your account on that day. Payments initiated after 11:59 p.m. CST, Monday through Sunday will be credited to your account the next day.

One small change can have a big impact. Go Paperless. Login to [vwcredit.com/myaccount](http://vwcredit.com/myaccount) and click Go Paperless.

Ready for the quickest way to manage your Volkswagen Credit account? Visit [vwcredit.com/myaccount](http://vwcredit.com/myaccount) to make payments, change personal info and more. Test drive it today.

## Payment Options



**Automatic Payments**  
 Automatic withdrawals from your bank account. Sign up at [vwcredit.com/myaccount](http://vwcredit.com/myaccount).



**Online Payment**  
 Pay online at [vwcredit.com/myaccount](http://vwcredit.com/myaccount).



**Payment by Phone**  
 Call us at (800) 428-4034 and be sure to have a personal check available.

See reverse for details and additional payment methods.

02-1409-2900R10/8/15

**Total Amount Due:** \$374.00  
**Payment Due Date:** September 10, 2016  
**Account Number:** [REDACTED]

Please print your account number on your check and make payable to:

410719 6:52 AM 1 000000 20160810 L48L8101 VCRV01 1 ea DOM L48L810000 157452 IN



BRICK NJ [REDACTED]



VOLKSWAGEN CREDIT  
 PO BOX 5215  
 CAROL STREAM IL 60197-5215



Did Not buy a new VW.

ITEM #3

Volkswagen Credit 2 Keys!



Das Auto.

Lease Vehicle Return Form "Speedy Fax"

DEALER: Use this form only when unable to return a vehicle through the VW Direct site. Please complete with the customer and fax to: (800) 824-8284

VIN:

W V W B W 8 A H 7 E U [REDACTED]

Dealer No. (4,0,8.../...2,6,1...)

Dealer Name: Shrewsbury Volkswagen

Address for Auction Pick-up: 702 Shrewsbury Ave.

City, State, Zip: Tinton Falls, NJ 07701

Contact's Name: \_\_\_\_\_ Contact's Signature: \_\_\_\_\_

We would like to receive a payoff quote. Please fax to Contact's attention at:

( ) \_\_\_\_\_

Please check items that are present below:

- 1. Spare tire
- 2. Owner's Manuals
- 3. Navigation CD's (if applicable)
- 4. Two (2) Remote Keys
- Valet Key

Odometer Disclosure Statement (Required by Federal Law)

Federal Law and applicable state law require the lessee to disclose the mileage to the lessor in connection with the transfer of ownership. Failure to complete or making a false statement may result in fines or imprisonment. In signing below, the lessee hereby states that the odometer reads:

7 2 0 8 4 7

One of the following must be checked:

- 1. I hereby certify that this mileage is the **actual mileage**.
- 2. I hereby state to the best of my knowledge the odometer reading reflects the amount of mileage **in excess** [REDACTED]
- 3. I hereby certify that this mileage is the **actual mileage**.

Lessee Signature [REDACTED] Date: 9/13/16

Lessor: (by) [REDACTED]

Account # [REDACTED] Date Returned: 9.1.13 120.16

Customer Name: [REDACTED]

Address: [REDACTED] Phone #: [REDACTED]

City, State, Zip: BRICK NJ [REDACTED]

Motor Vehicle  
Retail Order  
 New  Used  
 Demo

**SHREWSBURY**  
VOLKSWAGEN  
702 SHREWSBURY AVENUE  
TINTON FALLS, NJ 07701  
TELEPHONE: (732) 741-8500  
FAX: (732) 747-2237

ITEM # 4

CUSTOMER: [REDACTED] DATE: 5/2/14 STOCK NO. [REDACTED]  
ADDRESS: Windsor City NJ State  
HOME PHONE: [REDACTED] E-MAIL: [REDACTED]

ENTER ORDER FOR: 2014 YEAR VW MAKE EOS MODEL  
SALES REP: MC  
BODY TYPE: EV COLOR: White MILES: SERIAL NO. [REDACTED]

INTERIOR TRIM COLOR: Beige

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:  
\* Cash Purchase \* Finance Purchase \* (Lease)

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT

Price of Unit	
Additional Equipment (options)	
Secure Etch (Optional)	\$195 00

Ins. Co. Name: [REDACTED]  
Policy No.: [REDACTED]  
Agent: [REDACTED]  
Agent Phone: [REDACTED]

IF A LEASE, THE FOLLOWING APPLY:  
MONTHLY PAYMENT AMOUNT \$ 354.00  
TERM: 36 MONTHS  
MILEAGE PER YEAR 12,000  
CASH DUE AT DELIVERY \$ 6403

IF A PURCHASE, THE FOLLOWING

TOTAL PRICE OF VEHICLE	
Less Trade-in	
TOTAL TAXABLE AMOUNT	
State Sales Tax	
Motor Vehicle Tire Fee - \$1.50 per New Tire	
Online Processing Fee (if applicable)	\$7 70
NJ Supplemental Titling Fee	
Registration/Title Fee (Estimated) (See Paragraph 15 On Reverse Side)	
Documentary Clerical Fee \$289.00 Fee - Document Delivery Service \$60.00 (See Paragraph 16 On Reverse Side)	
NET PAY-OFF ON TRADE-IN	

Deposit: [REDACTED]  
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY.  
BALANCE DUE ON DELIVERY: [REDACTED]

IF A NEW VEHICLE SALE OR LEASE . . .  
The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX  
 This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.  
OR  
 The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE/SALES-DEALER'S OBLIGATION  
The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.  
Date: / / X Customer's Signature: [REDACTED]

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)  
The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).  
Date: / / X Customer's Signature: [REDACTED]

TRADE-IN DESCRIPTION AND ALLOWANCE  
Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_  
Serial No.: \_\_\_\_\_ Mileage: \_\_\_\_\_  
Trade-in Value: \_\_\_\_\_ Date of: \_\_\_\_\_  
Less Balance Owed: \_\_\_\_\_  
Net Trade-in Allowance: \_\_\_\_\_  
Balance Owed to: \_\_\_\_\_

Info. From: \_\_\_\_\_ Good Thru: \_\_\_\_\_  
Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate.  
Date: / / X Customer's Signature: [REDACTED]

**AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING THE RIGHT TO MAINTAIN A COURT ACTION.**  
The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the sale or lease identified in this agreement. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. Consumer Fraud, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to waive any right (i) to pursue any claims arising under this agreement including statutory, state or federal claims, as a class action arbitration, or (ii) to have an arbitration under this agreement consolidated with any other arbitration or proceeding. The arbitration shall be administered by the American Arbitration Association under its Commercial Arbitration Rules, and the Consumer Related Disputes Supplementary Procedures to the extent applicable, before a single arbitrator who shall be a retired judge or an attorney. Dealership shall advance both party's filing, service, administration, arbitrator, hearing, or other fees, subject to reimbursement by decision of the arbitrator. Each party shall bear his or her own attorney, expert, and other fees and costs, except when awarded by the arbitrator under applicable law. The arbitration shall take place in New Jersey at a mutually convenient place agreed upon by the parties or selected by the arbitrator. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. If any part of this arbitration clause, other than waivers of class action rights, is found to be unenforceable for any reason, the remaining provisions shall remain enforceable. If a waiver of class action and consolidation rights is found unenforceable in any action in which class action remedies have been sought, this entire arbitration clause shall be deemed unenforceable, it being the intention and agreement of the parties not to arbitrate class actions or in consolidated proceedings. In the event that any subsequent lease, finance, or other agreement between the parties contains a provision for arbitration of claims which conflicts with or is inconsistent with this arbitration provision, the terms of such subsequent arbitration provision shall govern and control to the extent of such conflict or inconsistency. **THE FEDERAL ARBITRATION ACT. THIS ARBITRATION PROVISION LIMITS YOUR RIGHT TO MAINTAIN A COURT ACTION. PLEASE READ IT CAREFULLY.**  
Accepted By: X \_\_\_\_\_ Date: \_\_\_\_\_ Dealer or His Authorized Representative \_\_\_\_\_ Date: \_\_\_\_\_

**National Highway Traffic Safety Administration  
U S Dept of Transportation  
1200 New Jersey Avenue SE  
Washington, DC 20590**

**To whom it may concern:  
Dear Sir or Madam,**

**I am following up on a matter of an issue we had with our  
Volkswagon EOS. Please see attached copy of letter we received  
from the New Jersey Office of the Attorney General- Division of  
Consumer Affairs.**

**Please let us know if there is any further information that is  
needed.**

**We can be reached at:**

**Brick, NJ**

**We will be waiting for your response.**

**Thank you,**



CHRIS CHRISTIE  
Governor

KIM GUADAGNO  
Lt. Governor

## New Jersey Office of the Attorney General

Division of Consumer Affairs  
Consumer Service Center – Complaint Review Unit  
124 Halsey Street, 3<sup>rd</sup> Floor, Newark, NJ 07102  
11/29/2016



CHRISTOPHER S. PORRINO  
Attorney General

STEVE C. LEE  
Director

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

[REDACTED]  
BRICK NJ [REDACTED]

Re: VOLKS WAGON OF AMERICA  
File Number: [REDACTED]

Dear [REDACTED]

Thank you for writing to the New Jersey Division of Consumer Affairs - Office of Consumer Protection and bringing this matter to our attention. 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.

The Division has reviewed the materials you submitted to determine how we can best assist you with this matter. After a careful review of the matter, we have concluded that you may benefit from a referral to the following agency which may be better able to assist you:

**National Highway Traffic Safety Administration US Dept of Transportation**  
1200 New Jersey Ave SE  
Washington, DC 20590

We have taken the liberty of forwarding your materials to that agency for action and future inquiries should be directed to that agency.

Once again thank you for contacting the New Jersey Division of Consumer Affairs. If you have any questions please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate  
Supervising Investigator, Consumer Service Center



1000



07101

U.S. POSTAGE  
PAID  
POINT PLEASANT BORO. NJ  
08742  
OCT 21 1986  
AMOUNT

\$3.98

R2304H107975-12

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT  
OF THE RETURN ADDRESS; FOLD AT DOTTED LINE  
**CERTIFIED MAIL**



7025 1520 0002 7092 7846

New Jersey Office of the ATTORNEY GENERAL  
DIVISION OF CONSUMER AFFAIRS  
P.O. Box 45025

NEWARK, NJ 07102



NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN  
US DEPARTMENT OF TRANSPORTATION  
1200 NEW JERSEY AVENUE SE  
WASHINGTON, DC 20590

**Office of the Attorney General**

DIVISION OF CONSUMER AFFAIRS  
CONSUMER SERVICE CENTER  
PO BOX 45025  
NEWARK, NJ 07101



U.S. POSTAGE >> PITNEY BOWES



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02 1W  
000122020050 01 2018

NATIONAL Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

Defects

PM