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OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

October 29, 2017

Department of Transportation  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

To Whom It May Concern:

Enclosed is a letter which I sent to VW head quarters  
complaining about its voice recognition feature.  
To me, this is a safety issue, not just an  
inconvenience

Cordially,

NAM  
12.4.17  
LD

[REDACTED]  
Wilmette, IL [REDACTED]  
October 29, 2017

VW Group of America  
2200 Ferdinand Porsche Drive  
Herndon, VA 20171

Ref: VIN: 1VWCT7A39G [REDACTED]

To Whom It May Concern:

I own a 2016 VW Passat SEL whose VIN is referenced above. I have only one major complaint about my vehicle which is the voice recognition feature for the infotainment system DOES NOT WORK and this is dangerous.

I have read the manual, I have been to the dealer several times, and I have complained about this before to the service center in Michigan. I have been told that the voice recognition is relayed through my cell phone which is a Samsung. I have updated the software per the dealership's service department and I have the 'latest' update. I have adjusted the speed or rate at which I speak so as to improve voice recognition. I have done all this without seeing any improvement. Since I have the app WAZE, I am able to compare VW's voice recognition to this application, so I know there is something better than what I have.

When I attempt to dial a number by voice the following occurs:

if I say the number 8, it enters a different number; this also occurs with the number 2.

after saying each number the response is "what next?" So, trying to enter a telephone number results in a total of nine 'what next's'. How frustrating is this?

using voice recognition to enter an address and street name is just as fruitless.

when dialing by saying a name the response is "did you mean the contact...?"

The frustration of repeating myself and of trying to enter information is maddening leading to my having to enter the information manually while driving which is UNSAFE at any speed and is equivalent to texting while driving. German engineering is great but this software to put it mildly stinks. From the time I decided to purchase a 2016 model I waited for sixteen months and spent over \$30,000. Something has to be done. Referring me back to a dealer's service department is not the answer.

Cordially,  
[REDACTED]

Wilmette, IL

CAROL STREAM IL 601

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Department of Transportation  
1200 New Jersey Avenue, SE  
Washington, D. C. 20590

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