

APR 02 2018

March 6, 2018

CL-11089391-2655

The Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave.
SE, Washington, DC. 20590



RE: Safety Recall 20Ai-Fuel Filter Flange

Dear Agency,

I received a Recall Notice from Volkswagen of America, Inc. on November 2017 about Fuel Filter Flange for my 2005 VW Touareg. I have called them multiple times to find out about the repair I have already had to pay for this issue; attached is the receipt from VW with the repair of the Flanges I had to replace. It cost me \$1501.74 on April 18, 2015 and can not find out how to get reimbursed for those faulty parts. Furthermore, I had to repair this issue right away because gasoline was leaking from the Flange filters and my garage was filled with the fumes. I am also attaching the Recall Notice that was sent to me. Please inform me what I can do to get my money back from fixing their issue which they are at fault.

Sincerely,



Henderson, NV. 


ew

NAM
4.18.18
1X0

IMPORTANT SAFETY RECALL

EST by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

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.

CUSTOMER #: [REDACTED]

INVOICE

Findlay
VOLKSWAGEN



983 Auto Show Drive
Henderson, NV 89014
(702) 558-6600
www.findlayvw.com

HENDERSON, NV [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 12775 ROBERT NORRIS

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|------------------------|------------------------|----------------|------------------|---------|-----------|
| BLUE | 05 | VOLKSWAGEN TOUAREG | WVGZG77L15D [REDACTED] | 200FUZ | 74514/74518 | T6602 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 07JAN05 IS | | | | | | | |
| 12OCT05 DD | | 10OCT2010 | 13:00 17APR15 | | 0.00 | CASH | 18APR15 |
| R.O. OPENED | READY | OPTIONS: | | ENG: 3.2 LITER | | | |
| 08:28 14APR15 | 16:47 18APR15 | TRN: 6_SPEED_AUTOMATIC | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A CUSTOMER STATES GAS SMELL FROM MID TO REAR AREA OF VEHICLE
CAUSE: EXTERNAL LEAK FROM FUEL TANK FLANGES

GEN GENERAL REPAIR

| | | | | | | | |
|------------------------|--|--|--|--|--------|--------|--------|
| 12938 CP | | | | | | 621.76 | 621.76 |
| 1 7L0-919-679 FLANGE | | | | | 215.07 | 215.07 | 215.07 |
| 1 7L0-919-679-A FLANGE | | | | | 227.91 | 227.91 | 227.91 |
| 1 7L6-919-087-F MODULE | | | | | 336.00 | 201.60 | 201.60 |
| 1 7L6-919-087-G MODULE | | | | | 336.00 | 201.60 | 201.60 |
| 2 1J0-919-133-B WASHER | | | | | 16.90 | 16.90 | 33.80 |

PARTS: 879.98 LABOR: 621.76 OTHER: 0.00 TOTAL LINE A: 1501.74

74514 EXTERNAL LEAK FROM FUEL TANK FLANGES CONFIRMED CONCERN ON VISUAL INSPECTION, REMOVED REAR SEAT TO GAIN ACCESS TO FUEL TANK FLANGES, DRAINED FUEL, REMOVED AND REPLACED FUEL PUMPS AND FLANGES REVERSED TO COMPLETE. REFILLED FUEL ACCORDINGLY. TEST DROVE, OPERATING AS PER DESIGN AND INTENT

B PERFORM TIRE ROTATION
CAUSE: REQUESTED SERVICE
GEN GENERAL REPAIR

| | | | | | | | |
|----------|--|--|--|--|--|-------|-------|
| 12938 CP | | | | | | 20.00 | 20.00 |
|----------|--|--|--|--|--|-------|-------|

PARTS: 0.00 LABOR: 20.00 OTHER: 0.00 TOTAL LINE B: 20.00

74514 REQUESTED SERVICE PERFORMED ROTATION COMPLETE

C *No Interval Due Vehicle History Indicates No Maintenance Interval Due

NID NO INTERVAL DUE - VEHICLE HISTORY INDICATES NO MAINTENANCE INTERVAL DUE AT THIS TIME

| | | | | | | | |
|-----------|--|--|--|--|--|--|-------|
| 12938 ISP | | | | | | | (N/C) |
|-----------|--|--|--|--|--|--|-------|

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D *Complimentary Multipoint Inspection ... a \$49.97 Value
27POINT 27 POINT FREE INSPECTION

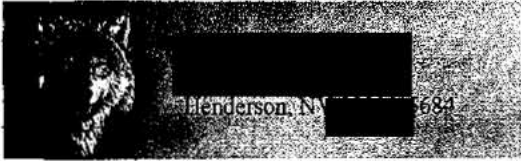
| | | | | | | | |
|----------|--|--|--|--|--|------|------|
| 12938 CP | | | | | | 0.00 | 0.00 |
|----------|--|--|--|--|--|------|------|

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

| PLEASE SEE THE REVERSE SIDE OF THIS REPAIR INVOICE FOR THE WARRANTY STATEMENT AND DISCLAIMER AND OTHER IMPORTANT INFORMATION. | *SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total cost of parts and labor, not to exceed \$34.30, to the Repair Order for shop supplies used in connection with this repair. | DESCRIPTION | TOTALS |
|---|---|------------------------|--------|
| | | LABOR AMOUNT | |
| PARTS AMOUNT | | | |
| GAS, OIL, LUBE | | | |
| SUBLET AMOUNT | | | |
| MISC. CHARGES * | | | |
| TOTAL CHARGES | | | |
| LESS INSURANCE | | | |
| SALES TAX | | | |
| DATE | CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | |

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER COPY



LAS VEGAS NV

09 MAR 2018 PM



The Administrator
Nat'l Highway Traffic Safety Administration
1200 New Jersey Ave.
SE WASHINGTON, DC.
20590

20590-

