

NHTSA ccmMercury Routing Slip

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



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NHTSA #: ES18-002400

XREF #:

Delivery: EML

Rec'd Date: 6/27/2018

Doc Type: CNG

Address To:

Referred By: NAD-200

Doc Date: 4/21/2018

Due Date: 7/25/2018

S10 #:

DOT/I #:

RMP #

**Subject: LETTER FROM SENATOR GRAHAM ON BEHALF OF CONSTITUENT
REGARDING REIMBURSEMENT FOR REPAIRS ON HIS 2006 VOLKSWAGEN TOUAREG - SAFETY
RECALL 20A1 - FUEL FILTER FLANGE**

Ack Date:

**Sign Office: DIRECTOR,
GOVERNMENTAL AFFAIRS**

Cleared Date:

File Loc:

Added By: RBRANSOM x63756

Ack By:

Signature: BRIAN BARNARD

Cleared By:

XREF File:

Modified By: Rhonda.Bransom

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

LINDSEY O GRAHAM THE HONORABLE
UNITED STATES SENATE
530 JOHNNIE DODDS BOULEVARD
SUITE 202
MT. PLEASANT, SC 29464
Tel: 843-849-3887 Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	6/28/2018	7/25/2018	
NGA-010	SIGN	6/28/2018		

RR
6-28-18
UD

Sykes, Patricia (L. Graham)

From: Sykes, Patricia (L. Graham)
Sent: Thursday, April 26, 2018 11:51 AM
To: 'ostgovaffairs@dot.gov'
Subject: [REDACTED]
Attachments: 2018_04_26_11_38_48.pdf

Re: [REDACTED] Complaint with Volkswagon Safety Recall 20Ai-Fuel Filter Flange

Good day, Senator Lindsey Graham would greatly appreciate your review of correspondence received from [REDACTED]
[REDACTED] from Mt. Pleasant, SC. Please provide your findings in order that Senator Graham may properly respond to
[REDACTED] If you have any questions, please call. Thank you Patricia Sykes Office of Senator Lindsey Graham 530
Johnnie Dodds Boulevard, Mt. Pleasant, SC 29464 [REDACTED]

21 April 2018

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

Congressman Mark Sanford
530 Johnnie Dodds Blvd. - Suite 200
Mount Pleasant, SC 29464

WCBD-TV
210 West Coleman Blvd.
Mount Pleasant, SC 29464

SC Department of Consumer Affairs
2221 Devine Street - Suite 200
Columbia, SC 29205

Senator Lindsey Graham
530 Johnnie Dodds Blvd. - Suite 202
Mount Pleasant, SC 29464

Mayor Will Haynie
100 Ann Edwards Lane
Mount Pleasant, SC 29464

To Whom It May Concern (Messrs./Misses/Mrs.):

Re: Volkswagen Safety Recall 20A1 - Fuel Filter Flange

Writing to you all hoping you will review VW's inequitable approach to reimbursing customers who already incurred the expense of correcting the problem now identified pursuant to the above referenced safety recall. Supporting documentation is enclosed.

Facts:

- ❖ In February 2017 I incurred \$1,272.37 plus sales tax to address the problem which is the subject of the above referenced safety recall. (\$209.99 for parts, \$22.38 for shop supplies and \$1,040 for labor). Labor was so expensive given the need to dismantle certain components (and replace same) to access the fuel filter flange.
- ❖ The necessary repairs were performed by an independent local mechanic.
- ❖ VW reimbursed only \$484.87 (\$168.75 for parts, \$306 for labor and \$10.12 for taxes).
- ❖ Mailed my claim to VW on 17 March 2018.
- ❖ Followed up with VW 30 March at which time I was told reimbursement had been mailed to me 28 March but VW "could not see in their system how much I was reimbursed". Sounded a bit odd at the time.
- ❖ Following receipt of the grossly inadequate \$484.87 reimbursement amount, spoke with VW again on 10 April. VW informed me that they normally would not even reimburse for labor incurred at an independent mechanic. VW was essentially conveying that I should consider myself fortunate that I received anything for labor. It was clear that the representative, with whom I was engaged, was inexperienced and following a "script" hence I decided my cause would be best served by reaching out to all of you.

I am being penalized because I simply experienced the event and incurred the expense prior to the recall being announced.

How does any of this make sense? More importantly, is this equitable treatment? Is this "best practices" for corporate ethics?

We all know that VW Executives have zero corporate ethics as evidenced by the recent duping of the entire world in connection with the emissions scandal, the associated cover-up attempts and subsequent admission to cheating.

The mere fact that I have had to expend my time to write to you all, due to VW's complete lack of moral conscious and absolute indifference, is infuriating.

This circumstance is yet another example of how poorly VW treats American consumers.

I have decided that, if pursuant to this outreach, I am successful in achieving full reimbursement from VW and you are successful in ensuring VW treats all customers fairly, I will donate the full amount of the reimbursement 1/3rd to each of the following organizations: East Cooper Habitat for Humanity, East Cooper Community Outreach and the South Carolina DNR. I will evidence this donation by reaching out to the Mayor of Mount Pleasant (or anyone else who would likely be prepared to help to validate my pledge).

Perhaps for those consumers who are being equally mistreated, and for those who could really use the money, you all can (a) influence VW's existing questionable practices and (b) going forward, ensure VW implements a behavioral change which culminates in fair treatment for the consumers who unfortunately acquired a VW vehicle.

Thank you for taking the time to read this correspondence.

Respectfully,

[REDACTED] Mount Pleasant, SC [REDACTED]

Attachments:

VOLKSWAGEN Group of America, Inc.

2200 Ferdinand Porsche Drive
Herndon, Virginia 20171

Check: [REDACTED]

Date: 2018 03 28

Document: [REDACTED]

Pay Type: [REDACTED]

Supplier [REDACTED]

Reference	Date	Our Ref.	Gross	Discount	Net
[REDACTED]	2018 03 26	[REDACTED]	484.87	0.00	484.87
	Mlynarek A WVGZG77L96D [REDACTED]		[REDACTED]	VW to reim	
TOTAL			USD	\$ *****	484.87
Must be presented for payment within 45 days					

THE FACE OF THIS CHECK IS PRINTED BLUE - THE BACK CONTAINS A SIMULATED WATERMARK

VOLKSWAGEN Group of America, Inc.

2200 Ferdinand Porsche Drive
Herndon, Virginia 20171

JPMorgan Chase Bank, N.A.
Dearborn, MI

No. [REDACTED]

2018 03 2

Date YYYY MM DD

Amount USD

\$ *****484.87

Pay *FOUR HUNDRED EIGHTY-FOUR*****and 87/100
to the order of:

[REDACTED]
MOUNT PLEASANT SC [REDACTED]

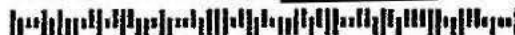
[Signature]
Authorized Signature

Enclosures: Recall Notices, Repair Invoice (2/27/2017), BBT Bank Statement March 2017, Copies of Drivers Licenses.

VOLKSWAGEN OF AMERICA, INC.
P.O. BOX 217022
AUBURN HILLS, MI 48321-7022

00051575 20AI 30

MOUNT PLEASANT, SC



Campaign Reimbursement Request Form

If you have incurred out-of-pocket expenses directly related to a campaign repair and would like to request reimbursement:

1. Please provide legible copies of receipts, invoices and/or repair orders and keep the originals for your records. *Documents will not be returned.*

Documentation must include:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the repaired vehicle.
- A description of the problem and what repair was done, and the name, address and phone number of the repair facility that performed the work.
- Proof of payment for the repair and date payment was made (cancelled check, bank statement, etc.).

2. Please mail this form and required documentation to: **VOLKSWAGEN OF AMERICA, INC.**
Attn: Campaign Reimbursement
3805 Hamlin Road, Auburn Hills, MI 48326

Please note:

- > Your claim will be acted upon within 60 days of receipt. If your claim is approved, you will receive a check from Volkswagen. Reimbursement may be limited to the amount the repair would cost if it had been completed by an authorized Volkswagen dealer.
- > If your claim is incomplete we will contact you and offer you the opportunity to provide additional documentation to support your claim.
- > If your claim is denied we will contact you with the reason(s) for denial.

--20AI 30-- Campaign Code(s)

*TIS**WV26271-06

MOUNT PLEASANT, SC

Statements made in support of this reimbursement request are true and the accompanying documents are true and correct actual expense(s) incurred.

Customer's Signature

Preferred Phone

Email Address

Questions? Please call 1-866-VWOA USA (1-866-896-2872)

Mt Pleasant Auto Service CenterWebsite: www.mtpleasantautoservice.com

1157 Highway 41

Mt. Pleasant, SC 29466

Telephone: (843) 881-1275 Fax: (843) 881-1276

Invoice

Date	Sales No.
2/27/2017	

Customer					
[REDACTED]					
Mt. Pleasant, SC [REDACTED]					
Customer Phone					[REDACTED]
VIN #	License No.	Year	Make	Model	Mileage
WVGZG7TL9[REDACTED]	[REDACTED]	2006	VW	Touareg 3.2L	130,188
Qty	Item	Description		Rate	Amount
0	Diagnostic	Check vehicle for fuel leak. MPA found fuel leak at the fuel filter flange. MPA noted cracks in the flange.		0.00	0.00
1	Oil Change (Conv.)	Remove and replace engine oil (up to 5 quarts), oil filter, and complete chassis lube (when applicable). Check fluid levels, filters, belts, wiper blades, tires, and more.		29.95	29.95T
1.7	Oil	Quarts of oil		4.00	6.80T
5	SCDF	SC DHEC &/or HazMat Disposal Fee		5.00	25.00
1	Part(s)	Fuel Filter Flange (N)		209.99	209.99T
1	Shop Supplies	Shop Supplies		22.38	22.38T
10.4	Labor/Warranty	Removed and replaced gas tank to access fuel filter flange. Removed and replaced fuel filter flange and checked for any other leak; Test.		100.00	1040.00T
1	Admin. Fee	Administration Fee		4.00	4.00
4	Tire(s)	Size: 255/60/17 Brand: Hankook Dynapro		156.99	627.96T
		Get the most wear and performance out of your new tires by periodically checking tire pressures and rotating tires every 5,000 miles. MPA recommends replacing the tire pressure sensors with all new tires.			
1	Alignment	Wheel Alignment		89.99	89.99
		MPA recommends following: spark plugs with EFL and belts. Client wishes not to repair at this time.			
Thank you for your business!			Subtotal \$2,056.07		
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES. THIS INCLUDES: ARTICLES LEFT IN VEHICLES, FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. ALL REPAIRS ARE FINAL AND AS IS, UNLESS OTHERWISE SPECIFIED BY THIS REPAIR FACILITY. PARTS MAY BE COVERED FOR WARRANTY BY MANUFACTURER ONLY. LABOR IS COVERED FOR 3 MONTHS FROM THE DATE OF PURCHASE. ELECTRICAL PARTS ARE NOT WARRANTED BEYOND THAT GIVEN BY RESPECTIVE MANUFACTURERS. NO WARRANTY ON CUSTOMER SUPPLIED PARTS OR USED PARTS UNLESS SPECIFIED. ANY VEHICLE LEFT ON PREMISES OVER 30 DAYS WILL BE CHARGED \$20.00 PER DAY STORAGE.			Sales Tax (8.5%) \$76.25		
			Total 2132.22		
			Balance Due \$0.00		

Checks

DATE	CHECK #	AMOUNT(\$)	DATE	CHECK #	AMOUNT(\$)	DATE	CHECK #	AMOUNT(\$)
------	---------	------------	------	---------	------------	------	---------	------------

* indicates a skip in sequential check numbers above this item
 ~ indicates an electronically converted check. See "Other withdrawals, debits and service charges"

Total checks

Other withdrawals, debits and service charges

DATE	DESCRIPTION	AMOUNT(\$)
------	-------------	------------

[REDACTED]

02/27	BB&T ONLINE TRANSFER TRANSFER TO	20.00
03/01	DEBIT CARD PURCHASE SQ *MT. PLEASANT A 02-28 Mount Pleasant SC 2569	2,132.32
03/01	BB&T ONLINE TRANSFER TRANSFER TO	25.00
03/01	BB&T ONLINE TRANSFER TRANSFER TO	20.00
03/03	BB&T ONLINE TRANSFER TRANSFER TO	100.00

Total other withdrawals, debits and service charges

Deposits, credits and interest

DATE	DESCRIPTION	AMOUNT(\$)
------	-------------	------------

[REDACTED]

Total deposits, credits and interest

Savings accounts

[REDACTED]

Account summary

Your previous balance as of 02/09/2017	
Other withdrawals, debits and service charges	
Deposits, credits and interest	
Your new balance as of 03/10/2017	

Interest summary

Interest paid this statement period	\$0.00
2017 Interest paid year-to-date	\$0.01
Interest rate	0.01%

Other withdrawals, debits and service charges

DATE	DESCRIPTION	AMOUNT(\$)
------	-------------	------------

[REDACTED]

Total other withdrawals, debits and service charges

IMPORTANT SAFETY RECALL



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

March 2018

[REDACTED]
MOUNT PLEASANT, SC [REDACTED]

This notice applies to your vehicle: WVGZG77L96 [REDACTED]

NHTSA: 17V583

Subject: Safety Recall 20A1 – Fuel Pump Flange
Certain 2004-2007 Model Year Volkswagen Touareg

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2004-2007 model year Volkswagen Touareg vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? On certain vehicles, the fuel pump flange may develop fine cracks or fissures, which could result in a fuel leak. Leaking fuel, in the presence of an ignition source, could lead to a fire causing injury and/or damage to property.

What will we do? To correct this defect, your authorized Volkswagen dealer will inspect the fuel filter flange and if cracks, leaks, or yellow discoloration are present, the fuel pump flange will be replaced. This work will take about one hour to complete and will be performed for you free of charge.

What should you do? Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. For your convenience, you can also visit www.vw.com and click on the "Owners" link to locate a dealer near you and schedule this service online.

Precautions you should take If you smell fuel in the vehicle, immediately contact the nearest authorized Volkswagen dealer in order to have your vehicle inspected.

Lease vehicles and address changes 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.

IMPORTANT SAFETY RECALL



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

November 2017

[REDACTED]
MOUNT PLEASANT, SC [REDACTED]

This notice applies to your vehicle: WVGZG77L96 [REDACTED]

NHTSA: 17V583

IMPORTANT!

Information about Safety Recall 20Ai - Fuel Filter Flange

THIS RECALL REPAIR IS NOT YET AVAILABLE. We will send another letter as soon as the recall work can be completed on your vehicle. In the interim, if you smell fuel in the vehicle, make an appointment with your authorized Volkswagen dealer to have the vehicle inspected without delay.

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2004-2007 model year Volkswagen Touareg vehicles equipped with a gasoline engine. Our records show you are the owner of a vehicle affected by this recall. At this time, the recall repair is not yet available.

Recall Description: Cracks may form in the vehicle's gasoline fuel filter flange, allowing fuel to seep out. Leaking fuel, in the presence of an ignition source, could lead to a fire causing injury and/or damage to property.

Precautions You Should Take: If you smell fuel in the vehicle, make an appointment with your authorized Volkswagen dealer to have the vehicle inspected without delay.

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the *Look Up Recalls* link at www.vw.com and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM.

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.

20Ai USA