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Bob Ferguson

CL-1105183-1562

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6684

July 11, 2018

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

RE: Volkswagen of America
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. 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 CRCCComplaints@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

ANTHONY OGLE
Consumer Services Coordinator
Consumer Protection Division
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

NM
7-27-18
LD

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Rochester, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Age Group (optional):

[REDACTED]

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:

Volkswagen of America

Address:

3800 Hamlin Rd
Auburn Hills, MI 48309

Phone:

(248) 754-5000

Toll-Free:

Fax:

E-mail:

Marth.Weir@vw.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:

\$3,200

Did you sign a contract?

Date of transaction:

6/14/2018

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 HAVE THE 2010 VW JETTA TDI. THE MECHATRONICS UNIT HAS FAILED AND VW WILL NOT SELL PARTS FOR THIS TRANSMISSION BECAUSE IT IS FAULTY. THEIR WORDS BUT THEY ALSO WON'T RECALL THE TRANSMISSION EITHER. TRANSMISSION SHOPS HAVE NOT BEEN ABLE TO BUY PARTS FOR THIS TRANSMISSION FOR OVER 4-6 MONTHS SO VW IS VERY AWARE OF THE ISSUE. THE TRANSMISSION WILL NOT ALLOW THE CAR TO ACCELERATE SAFELY AT ALL TIMES. I WAS LEAVING A BUSINESS DRIVEWAY INTO A 5 LANE ROAD AND THE TRANSMISSION GOT STUCK IN 1ST OR 2ND GEAR. IT WOULD NOT ALLOW THE CAR TO GO MORE THAN 32 MPH W/RPM OVER 3.5. SHIFTING INTO NEUTRAL OR PARK AND BACK INTO DRIVE AT THE STOPLIGHT DID NOT WORK. I HAD TO USE THE HAZARD LIGHTS AND PULL INTO THE NEXT PARKING LOT SAFELY.

TURNING OFF THE CAR AND TURNING IT BACK ON ALLOWED THE TRANSMISSION TO WORK AGAIN BUT I DO NOT TRUST DRIVING IT ON THE FREEWAY OR MERGING INTO HIGH SPEED TRAFFIC. THIS ISSUE IS VERY SIMILAR TO THE 2007-2009 RECALL AND I PURCHASED MY CAR IN NOVEMBER 2009 WITH A 2010 MODEL. VW HAS CONFIRMED THE TRANSMISSION PART NUMBER WAS NOT INCLUDED IN THE RECALL.

I DID NOT HAVE ANY ISSUES W/MY TRANSMISSION UNTIL AFTER THE EPA FIX. I REPORTED TO THEM TWICE IT HAD ISSUES SHIFTING IN LOWER GEARS BETWEEN 28-32 MPH IMMEDIATELY AFTER THE FIX, AND AT MY VERY NEXT OIL CHANGE SO 5-7,000 MILES AFTER THE CONVERSION WAS COMPLETED. THEY SAID WITHOUT A CHECK ENGINE LIGHT THEY COULD NOT HELP ME AND NOW 6 MONTHS LATER MY TRANSMISSION HAS FAILED. VW SAYS THEY WOULD COVER IT UNDER THE EPA FIX BUT ONLY IF THE CHECK ENGINE LIGHT IS ON. THE SECONDARY TRANSMISSION SHOPS SAY THE TRANSMISSION WILL NOT TRIGGER THE CHECK ENGINE LIGHT. I DON'T KNOW WHAT THE TRUTH IS. VW ALSO SAID THE EPA FIX WOULD DROP THE FUEL MILEAGE 1-3 MPG AND MINE DROPPED 9-11. FOR MY 2010 MODEL, IT WAS NOT JUST A SOFTWARE UPGRADE, THEY HAD TO MANUALLY ADJUST THE ENGINE AND TRANSMISSION. WHEN I BROUGHT UP THE SHIFTING ISSUE ORIGINALLY, THEY SAID THE TRANSMISSION WAS ADJUSTING TO MY DRIVING HABITS. VW OF OLYMPIA SAID THEY'D REPLACE THE MECHATRONICS UNIT FOR \$2,400. THEN THEY CALLED AND SAID THEY COULD ONLY SELL ME A NEW TRANSMISSION FOR \$5,900 AND THAT DID NOT INCLUDE PARTS AND LABOR. THEY SAID VW CORPORATE PUT A BLOCK ORDER ON THAT TRANSMISSION BECAUSE IT WAS FAULTY. THE CAR HAS 245,000 BUT IT IS A TDI SO WHEN THEY SOLD THE CAR TO ME, THEY SAID THE DIESEL WOULD EASILY GET 350,000 MILES. I HAVE HAD TO TAKE IT TO A SECONDARY GARAGE SHOP TO HAVE A USED TRANSMISSION INSTALLED FOR \$3,200. (THE CUSTOMER SERVICE PERSON AT VW OF OLYMPIA SUGGESTED THIS IF I COULD NOT AFFORD THE BRAND NEW TRANSMISSION. HE ALSO SAID VW CORPORATE WAS GIVING EVERYONE THE RUN AROUND ON THE 100,000 MILE WARRANTY FOR THOSE WHO CHOSE TO KEEP THE CARS INSTEAD OF SELLING BACK TO VW. THEY ALSO MUST HAVE STARTED THE WARRANTY FROM THE TIME I SIGNED THE PAPERS INSTEAD OF WHEN THEY FIXED IT BECAUSE IN MY PAPERWORK, THEY SAY I ONLY HAVE 33,000 LEFT UNDER WARRANTY BUT THEY DIDN'T FIX MY CAR UNTIL LATE FALL LAST YEAR BECAUSE MY MODEL YEAR WAS THE MOST DIFFICULT TO CONVERT. VW OF OLYMPIA GAVE ME VW CORPORATE'S PHONE NUMBER AND IT TOOK THEM OVER A WEEK AND A HALF TO TELL ME THEY WERE NOT COVERING IT.) I CALLED THE CLAIMS ADMINISTRATOR AND THEY TOOK MY CALL BUT TRANSFERRED ME BACK TO THE SAME 800 NUMBER VW OF OLYMPIA GAVE ME. I AM WRITING YOU BECAUSE MY GUESS IS OTHERS WILL GO THROUGH THIS SAME SITUATION SO I WANT MY SITUATION ADDED TO THE LIST. FEELING VERY RIPPED OFF BY THE VW FIX/AND SUPPOSED WARRANTY.

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** 07/07/2018

Received via the Internet

City and State where signed Rochester, WA



Bob Ferguson
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SEATTLE WA 98104-3188



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