

July 16, 2018
CL-11114830-8880

RE: Safety Issue 2017 Volkswagen
Passat leased from Mankato
Motors, Mankato, MN 56001

The Attorney General's office
in St. Paul, MN suggested that
I contact you concerning my
2017 Volkswagen Passat that I
am leasing.

I am enclosing a copy of
the letter the AG's office has
sent to Volkswagen of America
and Mankato Motors in Mankato
MN.

As you can see the camera
issue has never been corrected.
Every day for the past weeks now
the message "Rearview backup
camera is unavailable" comes up
on the onboard screen without
warning.

NAM

7.27.18

This occurs when I am in

driving the car forward. It has happened too often. This is very worrisome when it pops up at 60 mph on the freeway or 30 mph locally.

This message does not disappear until I press "OK" on the screen.

This happens everytime I drive the car. Sometimes the rearview backup will show what is behind me when I use reverse gear. Most times it does not.

As I reported this defect 2 days after I obtained the car, it will be 1 year in a few weeks that I have had no cooperation from either Volkswagen or Mankato Motors.

Page 3.

Several times the whole electrical system has just stopped working when I tried to start the car.

I would appreciate any help you can give me concerning this Safety Issue.

Sincerely yours,

My mailing address is:

Mankato, MN

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JUL 25 2018



STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

LORI SWANSON
ATTORNEY GENERAL

July 6, 2018

SUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-2131
TELEPHONE: (651) 296-7575

[REDACTED]
Mankato, MN

Re: Volkswagen Group of America, Inc., Mankato Motors
File No: [REDACTED]

Dear [REDACTED]

I thank you for your correspondence to Attorney General Lori Swanson received on June 25, 2018.

You leased a 2017 Volkswagen Passat on August 4, 2017. On August 6, you contacted Mankato Motors to inform the company that the backup camera was failing. You state the technicians did not repair the camera on the initial visit and after numerous visits, there has been no resolution. You contacted Volkswagen and opened a case, Case Number: [REDACTED]. In January 2018, the backup camera was finally replaced, but you state a technician dented your vehicle while in the care of Mankato Motors. Unfortunately, the camera has failed again and clearly is defective. You have requested numerous options to solve this problem, including replacement of the vehicle, a return of your down payment, as well as all payments made to date, a different Volkswagen model at a comparable price, or any other mutually amenable resolution. You have been unable to compel Mankato Motors or Volkswagen to address your concerns and formulate a resolution. You request that Mankato Motors and Volkswagen work together to formulate a resolution for you.

I appreciate your concerns. It must be frustrating to encounter a situation like this. While I cannot give you legal advice, I can tell you the following, which I hope will be helpful:

First, I enclose a letter we sent to Volkswagen Group of America, Inc., Mankato Motors, asking it to address your concerns. We will let you know of its response.

Second, the National Highway Traffic Safety Administration ("NHTSA") sets and enforces safety performance standards for motor vehicles. The NHTSA also has the authority to investigate safety defects in motor vehicles. Accordingly, if you have not done so already, I recommend that you file a complaint with the NHTSA as follows:



Copy

July 6, 2018

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National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Building
Washington, DC 20590
(888) 327-4236
Website: <http://www.nhtsa.gov>

Third, you may wish to contact the Federal Trade Commission, a federal agency that has authority over deceptive business practices in the marketplace. The Federal Trade Commission may be reached as follows:

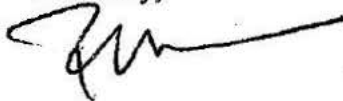
Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue NW
Washington, DC 20380
Toll-free helpline: 1-877-382-4357

Fourth, I enclose a flyer prepared by this Office entitled *Car Shops—Truth in Repairs*, which may have some information of assistance to you.

Finally, I also enclose an insert, *How We Can Help*, that explains in some more detail the ways in which this Office tries to help people with consumer concerns. The document also describes some of the limitations on the Office's authority and provides information about other regulatory and judicial forums that can be appropriate places to report certain types of concerns.

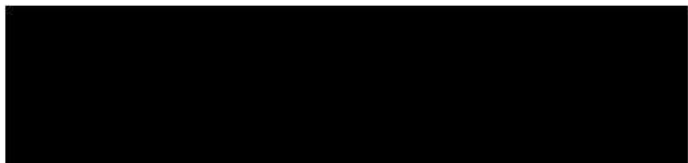
I thank you again for your correspondence to Attorney General Swanson's Office.

Sincerely,



PAUL MUELLER
Consumer Services Division
(651) 355-0730 (Voice)
(800) 657-3787 (Toll Free)
(651) 282-2155 (Fax)

Enclosures: Correspondence to Volkswagen Group of America, Inc.
Mankato Motors
Car Shops—Truth in Repairs
How We Can Help



Mankato, MN



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

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