



GCT 07 2018
CL-11138732-3560

Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

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

September 28, 2018

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

RE: Volkswagen of America and Wilder Volkswagen
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 CRCComplaints@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

CHRISTOPHER F. KIEFER
Consumer Services Coordinator
Consumer Protection Division
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

Enclosure(s)

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COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]
Port Townsend, 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:

Wilder Volkswagen
53 Jetta Way
Port Angeles, WA 98362

Item or service purchased:

Cost of item or service:

Did you sign a contract?

Date of transaction:

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:

The sunroof on my 2017 Volkswagen Golf exploded a couple of weeks ago when the door was closed. The car was purchased from Wilder Volkswagen (Port Angeles) last December. VW refuses to repair it under warranty, claiming that there must have been an impact from outside. On-line research indicates there have been at least two class-action lawsuits filed on this very issue, so it appears to be a common issue with VW.

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** 09/27/2018

Received via the Internet

City and State where signed Port Townsend, WA



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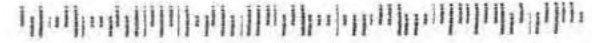
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