



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

BARBARA D. UNDERWOOD
ATTORNEY GENERAL

DIVISION OF REGIONAL AFFAIRS
NASSAU REGIONAL OFFICE

OCT 17 2018
CL-11143268-9308

October 3, 2018

National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

Re: Our File Number: [REDACTED]
Subject: Platinum Volkswagen

Dear Sir or Madam:

I am forwarding the enclosed consumer complaint for any action you may be able to take. As our followup correspondence shows (copies enclosed), we have attempted to mediate a resolution, but without success.

By a copy of this letter, I am notifying the consumer of this referral. The consumer is advised that we do not know whether or not your organization is in a position to provide further assistance.

If you have any questions, please feel free to call me.

Very truly yours,

Wendy Boulding

Wendy Boulding
Bureau of Consumer Frauds and Protection

Enclosure

cc:

[REDACTED]
East Meadow, NY [REDACTED]

STUART A. ROSENTHAL
ATTORNEY AT LAW

Wendy Boulding
Consumer Representative
Office of the Attorney General
200 Old Country Road Suite 240
Mineola, NY 11501

Re: Your File # [REDACTED]
Consumer [REDACTED] Respondent: Platinum Volkswagen

Dear Ms. Boulding:

Please be advised that I represent Platinum Volkswagen ("Platinum") with regard to the above-referenced matter. Please direct any further correspondence or communications from the Attorney General's office in this matter directly to me.

With regard to Ms. [REDACTED]'s complaint, please note the following. Ms. [REDACTED] purchased a "used" 2011 Volkswagen Jetta from Platinum on July 22, 2014. At the time of purchase, the then-three-year old vehicle had been driven 20,235 miles. Also at that time, Ms. [REDACTED] was offered the option to purchase "Mechanical Breakdown Protection", which she declined.

According to her own documentation and complaint letter, four years after the purchase, in July of 2018, she began to experience trouble with the vehicle (at 56,843 miles). Ms. [REDACTED] brought the vehicle to Platinum to diagnose and repair a "stalling" condition, which the dealership did, using a computer diagnostic system. She now seeks a refund for the repair services that were performed by Platinum and the parts that were replaced.

It is highly significant that at one point, she insisted on reversing an important repair that had already been made. Further, her intervening sale of the Jetta makes it impossible to examine the vehicle and it must be deemed to have cut off any demands for refunds at this time. In addition, she seeks a refund for the additional costs she incurred in purchasing her replacement vehicle (a Honda) from another source. Her demands are completely unfounded and baseless.

At the outset, Platinum strenuously refutes Ms. [REDACTED] claim that she was charged for "services that were not rendered." In fact, as is evidenced by the Repair Orders ("R.O.s") she submitted, Platinum supplied both parts and labor, some at no cost to Ms. [REDACTED] (as a gesture of good will). I note that the R.O.s that you supplied with your letter do not have all the pages, and I have attached a complete copy of each for your file and information.

LAW OFFICES OF STUART A. ROSENTHAL

399 KNOLLWOOD ROAD SUITE 107 TEL. 914.205.7700

WHITE PLAINS, NY 10603 FAX 914.347.1293 (NOT FOR SERVICE OF PROCESS)

STUART@ROSENTHAL.LAWYER

Ms. Wendy Boulding
October 2, 2018
Page 2

Repair History:

R.O. # [REDACTED]; July 2, 2018:

Ms. [REDACTED] brought the vehicle in for service, indicating it had stalled under certain conditions. Platinum could not duplicate the condition but performed a diagnostic test, which indicated two "cam timing faults" (P001 and P000A). As per the manufacturer's protocols, Platinum replaced a specific valve ("N80" - 06E-109-257-P), and performed a regular oil change service.

Platinum also found a sticking ignition lock, and recommended replacement of drive belts, spark plugs, and air, cabin, and fuel filters, exhaust clamps, a brake flush, control arm bushings, and a wheel alignment, which repairs Ms. [REDACTED] did not approve and thus, were not performed.

R.O. # [REDACTED]; July 6, 2018:

Ms. [REDACTED] returned to the dealership because the vehicle stalled again. A diagnostic check showed a new fault code in the systems. Due to extensive additional work that was needed (including service that had been recommended, but which she refused at her prior visit), Platinum discounted the cost of the maintenance and repairs that it performed as a "good will" gesture.

Inexplicably, Ms. [REDACTED] also requested Platinum to reinstall the (N80) valve that was removed at the prior service visit, which Platinum did. At that time, Platinum refunded the charges for that valve. *Platinum advised Ms. [REDACTED] (in writing) that if the stalling problem recurs or the vehicle or other parts fail as a result of the reinstallation of the faulty valve, she would be financially responsible for parts and labor for the repair.* Platinum replaced eleven other parts at this time.

After the repairs were performed, Platinum ran an additional interactive diagnostic test, which indicated a new valve cover was needed. Platinum replaced the valve cover at no charge as a further good will gesture. At that time, all of the faults were cleared. The vehicle mileage was 56,872.

R.O. # [REDACTED]; July 20, 2018:

Ms. [REDACTED] returned to Platinum on July 17, complaining once again that the vehicle had stalled. A diagnostic check indicated that a prior "code" had in fact reappeared. The N80 valve was removed and replaced with a new valve, at a discounted cost to Ms. [REDACTED]. Platinum road-tested the vehicle; the vehicle did not stall, and the code did not recur at that time. Subsequent to this service, and before filing her complaint with your office, Ms. [REDACTED] sold the vehicle.

Platinum notes that at each service, the vehicle was diagnosed using the most up-to-date, Volkswagen factory-recommended and -approved diagnostic equipment and techniques. In addition, the vehicle was road-tested after each instance to ensure the problem that Ms. [REDACTED] had reported was cleared.

Ms. Wendy Boulding
October 2, 2018
Page 3

Insofar as Ms. [REDACTED] has now sold the Jetta, it is not possible for Platinum to further test the vehicle to determine if there are in fact further problems, or their cause. In any event, Platinum performed multiple tests on this eight-year-old vehicle, performed a number of maintenance and repair services and replaced a number of parts (some at no cost or discounted costs). At least one part was replaced, reinstalled at the consumer's insistence, and eventually had to be replaced again.

In addition, Platinum made every effort to explain to Ms. [REDACTED] the repairs that were needed, and the reason for each. Platinum even provided a video of its inspection and evaluation to Ms. [REDACTED]. The video is available at: <http://trvd.co/irEhife>.

Ms. [REDACTED] claims are factually and legally insufficient and unsupported. More importantly, Platinum assiduously worked to repair her vehicle, and went above-and-beyond any reasonable standard to assist Ms. [REDACTED] in every manner, both with regard to the vehicle itself and the cost of repairs. The dealership's efforts to resolve Ms. [REDACTED] concerns and issues were in fact, exemplary. Platinum believes that there is nothing further that it can do to address her concerns.

If you have any further questions or require any further information, please feel free to contact me.

Very truly yours,


STUART A. ROSENTHAL

CUSTOMER # [REDACTED]
UNIT# [REDACTED]

2 OF 2

INVOICE

PLATINUM VOLKSWAGEN 

Service and Parts
45 Nelson Ave
Hicksville, NY 11801
Tel (516) 681-1300
NYS R # 7107334

Sales
340 W. Old Country Rd.
Hicksville, NY 11801
Tel (516) 942-7300
NYS R # 7105959

EAST MEADOW, NY

PAGE 2

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

SERVICE ADVISOR: 222 STEVEN FOX

COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG	
GY		11		VOLKSWAGEN JETTA		3VWDZ7AJ1B		[REDACTED]		56843/56847		T457	
DEL. DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT	
22JUL14		DD				17:00 02JUL18				135.00		CASH	
R.O. OPENED		READY		OPTIONS:		SOLD-STK:		DLR:E ENG:2.5 Liter F.I.					

09:06 02JUL18 13:29 05JUL18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
BASE		LABOR					
		MATERIAL					
		OVERHEAD					
		TOTAL					

56847 performed multi point inspection, found ign. lock sticks, recommend replace drive belts, spark plugs, air, cabin, fuel filters, exhaust clamp, brake flush, control arm bushings with wheel alignment

*Thank you for choosing Platinum Volkswagen!
 You soon will be receiving a follow up email
 survey from Volkswagen Corporate, if for any
 reason you are unable to give the highest
 score on our survey please contact me
 at 616-681-1200 ext 1400.
 Thank you! David Martinez Service Director.

CUSTOMER COPY

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Waiver of Authorization	ALL PARTS INSTALLED ARE NEW AND ALL BODY PARTS ARE NEW OEM UNLESS OTHERWISE INDICATED.	DESCRIPTION	TOTALS
\$	\$			☐ In Person ☐ In Person ☐ In Person ☐ In Person		LABOR AMOUNT	270.69
Revised Estimate	\$			☐ In Person ☐ In Person ☐ In Person ☐ In Person		PARTS AMOUNT	306.60
WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP. WITHOUT ANY WARRANTY OR GUARANTEE, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER'S DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and understood the Dealership's to perform the repair/replace labor in this invoice and that you had the opportunity to inspect vehicle and receive and inspected any replaced parts as requested by you before paying this invoice. The vehicle is being returned to you in exchange for your payment of the Amount Due.						GAS, OIL, LUBE	0.00
						SUBTOTAL AMOUNT	0.00
						MISC. CHARGES *	0.00
						TOTAL CHARGES	577.29
						LESS INSURANCE	0.00
I hereby waive the return of any replaced parts. INITIALS						SALES TAX	49.79
						PLEASE PAY THIS AMOUNT	627.08
DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____						Thank You!	

Thank You!

PLATINUM VOLKSWAGEN

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

20F2

* INVOICE *

Service and Parts
45 Nelson Ave
Hicksville, NY 11801
Tel (516) 681-1300
NYS R # 7107334

Sales
340 W. Old Country Rd.
Hicksville, NY 11801
Tel (516) 942-7300
NYS R # 7105968

EAST MEADOW, NY

PAGE 2

SERVICE ADVISOR: 222 STEVEN FOX

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GY	11	VOLKSWAGEN JETTA	3VWDZ7AJ1B [REDACTED]	[REDACTED]	56869/56872	T529	
DEL DATE	PROD DATE	WARR/EXP	PROMISED	PONO	RATE	PAYMENT	INV DATE
22JUL14 DD			17:00 06JUL18		135.00	CASH	13JUL18
R.O. OPENED		READY	OPTIONS: SOLD- [REDACTED]		DLR:E ENG:2.5 Liter F.I.		

09:43 06JUL18 11:02 13JUL18

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

A. LEAN CONDITION (AIR FUEL RATIO INCORRECT). WE REPLACED THE COVER AT NO ADDITIONAL CHARGES AS A GOODWILL GESTURE. WE THEN ROAD TESTED THE VEHICLE MULTIPLE TIMES AND THE CONDITION IS CORRECTED. THE DRIVERS DID NOTED THAT AT HIGHER SPEEDS THERE IS A SLIGHT HUMMING NOISE (EITHER FROM THE TIRES, THE BEARINGS OR TRANSMISSION ARE NOISED AND OK AT THIS TIME). PAPERWORK DONE WITH ALL DISCOUNTS APPLIED AND VALVE DEDUCTED FROM THE CHARGES.

B. PERFORM INTERACTIVE VEHICLE INSPECTION
MULTI PERFORM INTERACTIVE VEHICLE INSPECTION

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

56872 not performed this year. Note during road test 2 faults occurred, P2187 & P0160, found now needs valve cover, replaced valve cover, cleared faults.

Thank you for choosing Platinum Volkswagen!
You soon will be receiving a follow up email survey from Volkswagen Corporation. For any reason you are unable to give the highest score on our survey please contact me at 516-681-1300 ext1400
Thank you David Martinez Service Director

CUSTOMER COPY

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Manager of Authorization
\$	\$			☐ In Person ☐ Via Fax ☐ Via Telephone ☐ Via E-Mail
Revised Estimate				☐ In Person ☐ Via Fax ☐ Via Telephone ☐ Via E-Mail

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP. WITHOUT ANY WARRANTY OR GUARANTEE. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the service/repairs itemized in this invoice and that you had the opportunity to inspect the vehicle and received or inspected any replaced parts as requested by you before paying this invoice. The vehicle is being returned to you in accordance with your request of the service/repair.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
ALL PARTS INSTALLED	
ARE NEW AND ALL	
BODY PARTS ARE NEW	
OEM UNLESS	
OTHERWISE INDICATED	
PARTS RETURN WAIVER:	
I hereby waive the return of any replaced parts.	
INITIALS	
LABOR AMOUNT	237.90
PARTS AMOUNT	634.76
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	872.66
LESS INSURANCE	0.00
SALES TAX	75.27
PLEASE PAY THIS AMOUNT	947.93

Thank You!

CUSTOMER COPY

CUSTOMER #: [REDACTED]
UNIT: [REDACTED]

10F1

INVOICE

PLATINUM VOLKSWAGEN 

Service and Parts

Sales

45 Nelson Ave
Hicksville, NY 11801
Tel (516) 681-1300
NYS R # 7107334340 W. Old Country Rd.
Hicksville, NY 11801
Tel (516) 942-7300
NYS R # 7105959

EAST MEADOW, NY

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 222 STEVEN FOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GY	11	VOLKSWAGEN JETTA	3VWDZ7AJ1B		57080/57080	T687	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO	RATE	PAYMENT	INV. DATE
22JUL14 DL			17:00 17JUL18		135.00	CASH	20JUL18
R.O. OPENED		READY	OPTIONS: SOLD-STK		DLR:E ENG:2.5 Liter F.I.		

07:54 17JUL18 11:37 20JUL18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATED THAT THE VEHICLE IS DRIVING WELL ACCEPT IT STALLED OUT IN A DRIVE THROUGH.							

D CUSTOMER STATED THAT THE VEHICLE IS DRIVING WELL ACCEPT IT STALLED OUT IN A DRIVE THROUGH.							
--	--	--	--	--	--	--	--

17	CVW				243.00	243.00	
186.00	LABOR	243.00	OTHER	0.00	TOTAL LINE A:	429.00	

THE TECHNICIAN CALLED THE STAFFING CONCERN AND SCANNED THE SYSTEM FROM CODE P0011 BACK IN THE SYSTEM, REPLACED THE VALVE THAT WAS REMOVED AT PRIOR SERVICE WITH THE CUSTOMERS APPROVAL. ROAD TESTED THE VEHICLE MULTIPLE TIMES AND THE CONDITION DID NOT RETURN. SCANNED THE VEHICLE AND NO STORED CODES IN THE SYSTEM AT THIS TIME.

B NO INTERACTIVE INSPECTION PERFORMED THIS VISIT
MULTIN NO INTERACTIVE INSPECTION PERFORMED THIS VISIT

17	ISP				(N/C)		
186.00	LABOR	0.00	OTHER	0.00	TOTAL LINE B:	0.00	

Thank you for choosing Platinum Volkswagen!
You soon will be receiving a follow up email survey from Volkswagen corporate. If for any reason you are unable to give the highest score on our survey please contact me at 516-681-1300 ext1400
Thank you David Martinez Service Director

CUSTOMER COPY

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Manager of Authorization	ALL PARTS INSTALLED	DESCRIPTION	TOTALS
\$	\$			☐ In Person ☐ Via Telephone ☐ Via Fax ☐ Via Email	ARE NEW AND ALL BODY PARTS ARE NEW	LABOR AMOUNT	243.00
Revised Estimate				☐ In Person ☐ Via Telephone ☐ Via Fax ☐ Via Email	OEM UNLESS OTHERWISE INDICATED	PARTS AMOUNT	186.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES *	0.00
						TOTAL CHARGES	429.00
						LESS INSURANCE	0.00
						SALES TAX	37.00
						PLEASE PAY THIS AMOUNT	466.00

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP PARTS. WITHOUT ANY WARRANTY OR GUARANTEE THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs limited in this invoice and that you had the opportunity to inspect the vehicle and received or inspected any replaced parts as requested by you before paying this invoice. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You!

CUSTOMER COPY

OFFICE OF THE ATTORNEY GENERAL BARBARA D. UNDERWOOD
STATE OF NEW YORK DEPARTMENT OF LAW



Bureau of Consumer Frauds and Protection
200 Old Country Road, Suite 240
Mineola, NY 11501-4239
Phone: (516) 248-3301 Fax: (516) 747-6432

Consumer Hotline
(800) 771-7755
TDD (800) 788-9898
<http://www.ag.ny.gov>

1. Please be sure to complain to the company or individual *before* filing a complaint.
2. Please type or print clearly in dark ink. Form may also be filled in online using Adobe Acrobat version 5.0 (or later) and printed out for mailing.
3. Complete the *entire* form. Incomplete or unclear forms will be returned to you.
4. Please attach *photocopies*—no originals—of supporting documents.

CONSUMER			
Name		Home phone	
[REDACTED]		[REDACTED]	
Street Address		Business phone	
[REDACTED]		[REDACTED]	
City/Town		State	Zip
East Meadow		NY	[REDACTED]
COMPLAINT:			
Name of seller or provider of services		Phone	
Platinum Volkswagen Service		516-681-1300	
Street Address		Email address	
45 Nelson Av		[REDACTED]	
City/Town		County	State
Hicksville		Nassau	NY
Date of transaction		Cost of product or service	Method of payment
7/5/18, 7/13/18, 7/20/18		\$2,041.01	debit and credit cards
Did you sign a contract? ☐ Yes ☒ No			
Date signed:		Where signed:	

OPTIONAL: Other seller, provider of services, manufacturer or warrantor <i>NA</i>		Phone	
Street Address		Email address	
		Website	
City/Town	County	State	Zip
Was the product or service advertised? ☐ Yes ☐ No			
Date advertised: <i>NA</i>		Where/how advertised:	
Date and method of complaint to company or individual: <i>the weeks of 7/13 - 7/31</i>		Person contacted (include title): <i>phn 1800-822-8987</i> <i>VW USA customer service</i>	
☐ Email ☒ Telephone ☐ In person ☐ Other: _____		<i>I was assigned case # [REDACTED]</i>	
Date(s) and nature of response(s): <i>VW USA began to correspond with VW Hicksville.</i>			
Has this matter been submitted to another agency or attorney? (If "Yes," please provide name and address.)			
☐ Yes ☒ No			
Is court action pending? (If "Yes," please describe.)			
☐ Yes ☒ No			

Briefly describe your complaint:

*Please see the enclosure in your file
number [REDACTED]*

OFFICE OF THE ATTORNEY GENERAL BARBARA D. UNDERWOOD
STATE OF NEW YORK DEPARTMENT OF LAW



Bureau of Consumer Frauds and Protection
200 Old Country Road, Suite 240
Mineola, NY 11501-4239
Phone: (516) 248-3301 Fax: (516) 747-6432

Consumer Hotline
(800) 771-7755
TDD (800) 788-9898
<http://www.ag.ny.gov>

1. Please be sure to complain to the company or individual *before* filing a complaint.
2. Please type or print clearly in dark ink. Form may also be filled in online using Adobe Acrobat version 5.0 (or later) and printed out for mailing.
3. Complete the *entire* form. Incomplete or unclear forms will be returned to you.
4. Please attach *photocopies*—no originals—of supporting documents.

CONSUMER			
Name [REDACTED]		Home phone [REDACTED]	
		Business phone	
		Email address	
City/Town East Meadow	[REDACTED]	State NY	Zip [REDACTED]
COMPLAINT:			
Name of seller or provider of services Platinum Volkswagen Service		Phone 516-681-1300	
Street Address 45 Nelson Av		Email address	
		Website	
City/Town Hicksville	County Nassau	State NY	Zip 11801
Date of transaction 7/5/18, 7/13/18, 7/20/18	Cost of product or service \$2,041.01	Method of payment debit and credit cards	
Did you sign a contract? ☐ Yes ☒ No			
Date signed:		Where signed:	

OPTIONAL: Other seller, provider of services, manufacturer or warrantor <i>NA</i>		Phone	
Street Address		Email address	
		Website	
City/Town	County	State	Zip
Was the product or service advertised? ☐ Yes ☐ No			
Date advertised: <i>NA</i>		Where/how advertised:	
Date and method of complaint to company or individual: <i>the weeks of 7/13 - 7/31</i>		Person contacted (include title): <i>phn 1-800-822-8987</i> <i>VW USA customer service</i>	
☐ Email ☒ Telephone ☐ In person ☐ Other: _____		<i>I was assigned case # [REDACTED]</i>	
Date(s) and nature of response(s): <i>VW USA began to correspond with VW Hicksville.</i>			
Has this matter been submitted to another agency or attorney? (If "Yes," please provide name and address.)			
☐ Yes ☒ No			
Is court action pending? (If "Yes," please describe.)			
☐ Yes ☒ No			

Briefly describe your complaint:

*Please see the enclosure in your file
number [REDACTED]*

What form of relief are you seeking? (e.g., refund, credit, exchange, repair, etc.)

I am seeking a refund

PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

Please attach to this form *photocopies* of any paper involved (web printouts, contracts, warranties, bills, statements, cancelled checks, correspondence including email, etc.) **DO NOT SEND ORIGINALS**. Due to the volume of complaints we receive, any final resolution of this matter may take some time and your patience is greatly appreciated. In order to protect your privacy, we suggest you remove all confidential information from the complaint and documents you submit to us, such as your Social Security number, financial account numbers, and any medical information.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or company about whom you are complaining.

In filing this complaint, I understand that:

- The Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. My filing this complaint does not mean that the Attorney General has initiated a lawsuit or proceeding on my behalf or that it will do so.
- The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.
- In order to resolve my complaint, the Attorney General may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Attorney General.
- The Attorney General works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Attorney General may use information from my complaint in legal proceedings to establish violations of law.

The above complaint is true and accurate to the best of my knowledge. I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Date

9/5/18

Return completed form and documents to:

**Office of the Attorney General
Bureau of Consumer Frauds and Protection
Nassau Regional Office
200 Old Country Road, Suite 240
Mineola, NY 11501-4239**

[REDACTED]
East Meadow, NY,
[REDACTED]

August 23, 2018

New York State Attorney General
Nassau Regional Office
200 Old Country Rd, #240
Mineola, NY, 11501

Dear Sir or Madam:

Please help resolve this matter that I have with the Platinum Volkswagen service center in Hicksville NY.

During the summer of 2014, I purchased a used 2011 Volkswagen Jetta (with approximately 20,000 miles) from Platinum VW, in Hicksville, NY. Since purchasing the vehicle, I had all repairs and upkeep services done at the Platinum VW Service Center, with the exception of one tire replacement.

In July 2018, the car stalled and shut off when slowed to a stop, stranding my daughter in the middle of a busy highway. Following this ordeal, I had the car towed to the Platinum VW Service Center. The mechanics at Platinum VW gave the car an oil change and changed valve, costing a total of \$627.08. However, as my daughter drove the car home from the service center, it stalled and shut off again, this time stranding her in the middle of a busy street. We returned the car to the service center the following day, July 13, 2018, for additional services. At the conclusion of this round of repairs, I paid the Platinum VW Service Center an additional \$947.93.

Within a few short days of the second repair, the car shut down again and was returned to the service center. At this point I was very much concerned about the safety of the car and the inability of the service center to repair it. I called the VW USA Customer Service Center (1-800-822-8987) and voiced my concerns. At this point, I was assigned a case number, # [REDACTED]. The VW USA Customer Service Center contacted the Hicksville, Platinum VW Service Center regarding the matter and on July 20, 2018, I was told that the car had been repaired and was charged an additional \$466.00.

After about a week, while in heavy rush hour traffic headed westbound on the Northern State Pkwy, the car shut off again. I called VW USA Customer Service Center again to inform them that after having spent over \$2,000.00 at Platinum VW, the car was not repaired.

Additionally, I requested that the car be repaired at no additional cost to me. However, I was informed by the VW USA Customer Service Center the car needed to be evaluated again and that I would have to pay for the Platinum VW mechanics to work on the car again.

Since I was not able to get cooperation from VW USA or Platinum VW, I became terrified for my daughter's safety while driving the car. I felt that I had no choice but to go out and buy a safe, reliable vehicle. As a result, I traded in the 2011 VW Jetta for a Honda. However, the trade-in did not cover the entire cost of the Honda, so I was forced to spend several thousand dollars on the new car as well.

I'm asking your help in recovering the money that I paid to Platinum VW Service Center for services that were not rendered. I also hope that by making you aware of this injustice, I can somehow help the public.

If you would like to talk to me regarding the matter, I can be reached at [REDACTED] or [REDACTED]. I look forward to hearing from your office.

Sincerely,

[REDACTED]

Enclosure

PLATINUM VOLKSWAGEN LLC
340 W OLD COUNTRY RD
HICKSVILLE, NY 11801
516-942-7300

PLATINUM VOLKSWAGEN 

INVOICE

Service and Parts

45 Nelson Ave
Hicksville, NY 11801
Tel (516) 681-1300
NYS R # 7107334

Sales

340 W. Old Country Rd.
Hicksville, NY 11801
Tel (516) 942-7300
NYS R # 7105959

SALE

MID: 0356 8739 Term: 0003

Batch #: 015 REF# 00000018
07/00/18 PRN 812621605359
Trans ID: 070511JANBS-Q 17.33:06
APPR CODE: 026985
MASTERCARD
*****0890

Chip

PAGE 2

NT: [REDACTED]
LL: [REDACTED] SERVICE ADVISOR: 222 STEVEN FOX

MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT		TAG
SWAGEN JETTA	3VWDZ7AJ1BM			56843/56847		T457
ARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
	17:00 02JUL18		135.00	CASH	05JUL18	
READY	OPTIONS: SOLD-STK:		DLR:E ENG:2.5 Liter F.I.			

TYPE HOURS	LIST	NET	TOTAL
LABOR: 0.00 OTHER: 0.00	TOTAL LINE C:		0.00

multi point inspection, found ign. lock sticks,
e drive belts, spark plugs, air, cabin & fuel filters,
ake flush, control arm bushings with wheel alignment.

*Thank you for choosing Platinum Volkswagen!
You soon will be receiving a follow up email
survey from Volkswagen Corporate, if for any
reason you are unable to give the highest
score on our survey please contact me
at 516-681-1300 ext1400
Thank you! David Martinez Service Director.

PAID BY

JUL 05 2018
PLATINUM VOLKSWAGEN LLC
INITIALS [Signature]

CUSTOMER COPY

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Manner of Authorization	ALL PARTS INSTALLED ARE NEW AND ALL BODY PARTS ARE NEW OEM UNLESS OTHERWISE INDICATED.	DESCRIPTION	TOTALS
\$	\$			☐ In Person ☐ Via Telephone ☐ Via Fax ☐ Via E-Mail	PARTS RETURN WAIVER: I hereby waive the return of any replaced parts. INITIALS	LABOR AMOUNT	270.69
Revised Estimate	\$			☐ In Person ☐ Via Telephone ☐ Via Fax ☐ Via E-Mail		PARTS AMOUNT	306.60
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES *	0.00
WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS, WITHOUT ANY WARRANTY OR GUARANTEE. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you had the opportunity to inspect the vehicle and received or inspected any replaced parts as requested by you before paying this invoice. The vehicle is being returned to you in exchange for your payment of the Amount Due.						TOTAL CHARGES	577.29
						LESS INSURANCE	0.00
						SALES TAX	49.79
						PLEASE PAY THIS AMOUNT	627.08
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				Thank You!	

LLC
D

PLATINUM VOLKSWAGEN



INVOICE

Service and Parts

Sales

45 Nelson Ave
Hicksville, NY 11801
Tel (516) 681-1300
NYS R # 7107334

340 W. Old Country Rd.
Hicksville, NY 11801
Tel (516) 942-7300
NYS R # 7105959

PAGE 2

1
CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 222 STEVEN FOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GY	11	VOLKSWAGEN JETTA	3VWDZ7AJ1BM	[REDACTED]	56843/56847	T457	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22JUL14 DE			17:00 02JUL18		135.00	CASH	05JUL18
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] DLR:E ENG:2.5_Liter_F.I.					
09:06 02JUL18	13:29 05JUL18						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

56847 performed multi point inspection, found ign. lock sticks, recommend replace drive belts, spark plugs, air, cabin & fuel filters, exhaust clamp, brake flush, control arm bushings with wheel alignment.

*Thank you for choosing Platinum Volkswagen!
You soon will be receiving a follow up email survey from Volkswagen Corporate, if for any reason you are unable to give the highest score on our survey please contact me at 516-681-1300 ext1400
Thank you! David Martinez Service Director.

PAID BY
JUL 05 2018
PLATINUM VOLKSWAGEN LLC
INITIALS [Signature]

CUSTOMER COPY

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Manner of Authorization	ALL PARTS INSTALLED ARE NEW AND ALL BODY PARTS ARE NEW OEM UNLESS OTHERWISE INDICATED.	DESCRIPTION	TOTALS
\$	\$			☐ In Person ☐ Via Fax ☐ Via Telephone ☐ Via E-Mail	PARTS RETURN WAIVER: I hereby waive the return of any replaced parts. INITIALS	LABOR AMOUNT	270.69
Revised Estimate \$	\$			☐ In Person ☐ Via Fax ☐ Via Telephone ☐ Via E-Mail		PARTS AMOUNT	306.60
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES *	0.00
						TOTAL CHARGES	577.29
						LESS INSURANCE	0.00
						SALES TAX	49.79
						PLEASE PAY THIS AMOUNT	627.08

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS, WITHOUT ANY WARRANTY OR GUARANTEE. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you had the opportunity to inspect the vehicle and received or inspected any replaced parts as requested by you before paying this invoice. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER COPY

Thank You!

PLATINUM VOLKSWAGEN LLC
340 W OLD COUNTRY RD
HICKSVILLE NY 11801
516-942-7300

PLATINUM VOLKSWAGEN

INVOICE

Service and Parts
45 Nelson Ave
Hicksville, NY 11801
Tel (516) 681-1300
NYS R # 7107334

Sales
340 W Old Country Rd
Hicksville, NY 11801
Tel (516) 942-7300
NYS R # 7105959

DEBIT SALE

MID: 0356 Store: 8739 Term: 0003
REF#: 00000017
Batch #: 023 RRN: 819400162815
07/13/18 16:28:21
Trans ID: 0000000000000000
Appr Code: 084435 Network: G
Trace: 162815 Settle: 0714
DEBIT Chip/Striped

PAGE 2

SERVICE ADVISOR: 222 STEVEN FOX

VIN	LICENSE	MILEAGE IN / OUT	TAG
3WVAD7A4JEM		56869/56872	H529
PROMISED	PO NO	DATE	PAYMENT
17.000.00	135.00	CASH	13JUL18
OPTIONS	SOLD-STK	DER	ENG
		2.5	Liter F.I.

AMOUNT \$947.93

APPROVED

THANK YOU!

CUSTOMER COPY

WE REPLACED THE COVER AT NO
GOODWILL GESTURE. WE THEN ROAD TESTED THE
AND THE CONDITION IS CORRECTED. THE DRIVERS DID
EDS THERE IS A SLIGHT HUMMING NOISE EITHER FROM
OR TRANSMISSION ALL CHECKED AND OK AT THIS
TH AM DISCOUNTS APPLIED AND VALVE DEDUCTED

B PERFORM INTERACTIVE VEHICLE INSPECTION
MULTI PERFORM INTERACTIVE VEHICLE INSPECTION

17 IEP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
during road test 2 hours
found now needs valve cover, replaced valve
cover, cleared faults.

*Thank you for choosing Platinum Volkswagen!
You soon will be receiving a follow up email
survey from Volkswagen Corporate. If for any
reason you are unable to give the highest
score on our survey please contact me
at 516-681-1300 ext 1400.
Thank you! David Martinez Service Director.

PAID BY *Debit*
JUL 13 2018

PLATINUM VOLKSWAGEN LLC

CUSTOMER COPY

Original Estimate (Part Selection)	Total Approved Cost (Labor/Parts)	Approved (in \$)	Vehicle (in \$)	Amount of Authorization (in \$)	ALL PARTS INSTALLED ARE NEW AND ALL BODY PARTS ARE NEW OEM UNLESS OTHERWISE INDICATED.	DESCRIPTION	TOTALS
						LABOR AMOUNT	237.90
						PARTS AMOUNT	634.75
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES	0.00
						TOTAL CHARGES	872.65
						LESS INSURANCE	0.00
						SALES TAX	75.27
						PLEASE PAY THIS AMOUNT \$	947.93

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You!

PLATINUM VOLKSWAGEN



INVOICE

Service and Parts

45 Nelson Ave
Hicksville, NY 11801
Tel (516) 681-1300
NYS R # 7107334

Sales

340 W. Old Country Rd.
Hicksville, NY 11801
Tel (516) 942-7300
NYS R # 7105959

EAST MEADOW, NY

PAGE 2

HOME [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 222 STEVEN FOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GY	11	VOLKSWAGEN JETTA	3VWDZ7AJ1BM		56869/56872	T529	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22JUL14 DE			17:00 06JUL18		135.00	CASH	13JUL18
R.O. OPENED		READY	OPTIONS: SOLD-STK				DLR:E ENG:2.5 Liter F.I.

09:43 06JUL18 11:02 13JUL18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A LEAN CONDITION(AIR FUEL RATIO INCORRECT). WE REPLACED THE COVER AT NO ADDITIONAL CHARGES AS A GOODWILL GESTURE. WE THEN ROAD TESTED THE VEHICLE MULTIPLE TIMES AND THE CONDITION IS CORRECTED. THE DRIVERS DID NOTED THAT AT HIGHER SPEEDS THERE IS A SLIGHT HUMMING NOISE(EITHER FROM THE TIRES, HUB BEARINGS OR TRANSMISSION ALL CHECKED AND OK AT THIS TIME). PAPERWORK DONE WITH ALL DISCOUNTS APPLIED AND VALVE DEDUCTED FROM THE CHARGES.							

B PERFORM INTERACTIVE VEHICLE INSPECTION

MULTI PERFORM INTERACTIVE VEHICLE INSPECTION

17 ISP

(N/C)

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

56872 not performed this visit. Note: during road test 2 faults occurred, P2187 & P0160, found now needs valve cover, replace3d valve cover, cleared faults.

*Thank you for choosing Platinum Volkswagen!
You soon will be receiving a follow up email survey from Volkswagen Corporate, if for any reason you are unable to give the highest score on our survey please contact me at 516-681-1300 ext1400
Thank you! David Martinez Service Director.

PAID BY *Debit*

JUL 13 2018

PLATINUM VOLKSWAGEN LLC

CUSTOMER COPY

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Manner of Authorization
\$	\$			☐ In Person ☐ Via Fax ☐ Via Telephone ☐ Via E-Mail
Revised Estimate				☐ In Person ☐ Via Fax ☐ Via Telephone ☐ Via E-Mail

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS, WITHOUT ANY WARRANTY OR GUARANTEE. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you had the opportunity to inspect the vehicle and received or inspected any replaced parts as requested by you before paying this invoice. The vehicle is being returned to you in exchange for your payment of the Amount Due.

ALL PARTS INSTALLED
ARE NEW AND ALL
BODY PARTS ARE NEW
OEM UNLESS
OTHERWISE INDICATED.

PARTS RETURN
WAIVER:
I hereby waive the return
of any replaced parts.

INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	237.90
PARTS AMOUNT	634.76
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	872.66
LESS INSURANCE	0.00
SALES TAX	75.27
PLEASE PAY THIS AMOUNT	947.93

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You!

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

EAST MEADOW, NY [REDACTED]

HOMER 516 642-6565 CONT: [REDACTED]

PLATINUM VOLKSWAGEN LLC
340 W OLD COUNTRY RD
HICKSVILLE, NY 11801
516-942-7300

SALE

MID: 0356 Store: 8739 Term: 0003

REF#: 00000015

Batch #: 006

REN [REDACTED]

07/20/18

16:19:13

Trans ID: 38620173592712

APPR CODE: 074000

VISA

Chip

AMOUNT \$466.00

APPROVED

CHASE VISA

AID: A0000000031010

TVR: 00 80 00 80 00

TSI: F8 00

THANK YOU!

CUSTOMER COPY

JUL 20 2018

PLATINUM VOLKSWAGEN LLC
INITIALS [REDACTED]

CUSTOMER COPY

PLATINUM VOLKSWAGEN



Service and Parts

Sales

45 Nelson Ave

340 W. Old Country Rd.

Hicksville, NY 11801

Hicksville, NY 11801

Tel (516) 681-1300

Tel (516) 942-7300

NYS R # 7107334

NYS R # 7105959

INVOICE

PAGE 1

SERVICE ADVISOR: 222 STEVEN FOX

MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
BEN JETTA		3VWDZ7AJ1BM			57080/57080	T687
EXP.	PROMISED	PG NO.	RATE	PAYMENT	INV. DATE	
	17:00 17JUL18		135.00	CASH	20JUL18	

DY OPTIONS: SOLD-STK [REDACTED] DLR:E ENG:2.5_Liter_F.I.

0JUL18
HOURS LIST NET TOTAL

THE VEHICLE IS DRIVING WELL ACCEPT IT STALLED
THROUGH.

THAT THE VEHICLE IS DRIVING
IT STALLED OUT IN A DRIVE

P VALVE 243.00 243.00
OR: 243.00 OTHER: 0.00 TOTAL LINE A: 429.00

STALLING CONCERN AND SCANNED THE SYSTEM. FOUND
THE SYSTEM. REPLACED THE VALVE THAT WAS REMOVED AT
THE CUSTOMERS APPROVAL. ROAD TESTED THE VEHICLE
THE CONDITION DID NOT RETURN. SCANNED THE VEHICLE
IN THE SYSTEM AT THIS TIME.

ECTION PERFORMED THIS VISIT.
CTIVE INSPECTION PERFORMED THIS

OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

Thank you for choosing Platinum Volkswagen!
soon will be receiving a follow up email
vey from Volkswagen Corporate, if for any
son you are unable to give the highest
re on our survey please contact me
516-681-1300 ext1400

Thank you! David Martinez Service Director.

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Manner of Authorization
\$	\$			☐ In Person ☐ Via Fax ☐ Via Telephone ☐ Via E-Mail
Revised Estimate				☐ In Person ☐ Via Fax ☐ Via Telephone ☐ Via E-Mail

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS, WITHOUT ANY WARRANTY OR GUARANTEE. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you had the opportunity to inspect the vehicle and received or inspected any replaced parts as requested by you before paying this invoice. The vehicle is being returned to you in exchange for your payment of the Amount Due.

ALL PARTS INSTALLED

ARE NEW AND ALL

BODY PARTS ARE NEW

OEM UNLESS

OTHERWISE INDICATED.

PARTS RETURN

WAIVER:

I hereby waive the return of any replaced parts.

INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	243.00
PARTS AMOUNT	186.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	429.00
LESS INSURANCE	0.00
SALES TAX	37.00
PLEASE PAY THIS AMOUNT	466.00

Thank You!

INVOICE

Service and Parts
45 Nelson Ave
Hicksville, NY 11801
Tel (516) 681-1300
NYS R # 7107334

Sales
340 W. Old Country Rd
Hicksville, NY 11801
Tel (516) 942-7300
NYS R # 7105959

PAGE 1

SERVICE ADVISOR: 222 STEVEN FOX

MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAX
VOLKSWAGEN JETTA		3VWDZ7AJ1BM				57080/57080		T68
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	
22JUL14 DD			17:00 17JUL18		135.00	CASH	20JUL18	
R.O. OPENED		READY	OPTIONS:	SOLD-STK	DLR:E ENG:2.5 Liter F.I.			

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

A CUSTOMER STATES THAT THE VEHICLE IS DRIVING WELL ACCEPT IT STALLED OUT IN A DRIVE THROUGH.

0 CUSTOMER STATES THAT THE VEHICLE IS DRIVING WELL ACCEPT IT STALLED OUT IN A DRIVE THROUGH.

17	CVW				243.00	243.00	
1	06E-109-257-P VALVE				206.67	186.00	
PARTS:	186.00	LABOR:	243.00	OTHER:	0.00	TOTAL LINE A:	429.00

57080 DUPLICATED THE STALLING CONCERN AND SCANNED THE SYSTEM. FOUND CODE P0011 BACK IN THE SYSTEM. REPLACED THE VALVE THAT WAS REMOVED AT PRIOR SERVICE WITH THE CUSTOMERS APPROVAL. ROAD TESTED THE VEHICLE MULTIPLE TIMES AND THE CONDITION DID NOT RETURN. SCANNED THE VEHICLE AND NO STORED CODES IN THE SYSTEM AT THIS TIME.

B NO INTERACTIVE INSPECTION PERFORMED THIS VISIT.
MULTIN NO INTERACTIVE INSPECTION PERFORMED THIS VISIT.

	17	ISP				(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

*Thank you for choosing Platinum Volkswagen!
You soon will be receiving a follow up email survey from Volkswagen Corporate, if for any reason you are unable to give the highest score on our survey please contact me at 516-681-1300 ext1400
Thank you! David Martinez Service Director.

PAID BY VISA

JUL 20 2018

PLATINUM VOLKSWAGEN LLC
INITIALS [Signature]

CUSTOMER COPY

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Manner of Authorization	ALL PARTS INSTALLED ARE NEW AND ALL BODY PARTS ARE NEW OEM UNLESS OTHERWISE INDICATED.	DESCRIPTION	TOTALS
				☐ In Person ☐ Via Telephone ☐ Via Fax ☐ Via E-Mail		LABOR AMOUNT	243.00
Revised Estimate				☐ In Person ☐ Via Telephone ☐ Via Fax ☐ Via E-Mail		PARTS AMOUNT	186.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES *	0.00
						TOTAL CHARGES	429.00
						LESS INSURANCE	0.00
						SALES TAX	37.00
						PLEASE PAY THIS AMOUNT	466.00

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS, WITHOUT ANY WARRANTY OR GUARANTEE. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT, ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you had the opportunity to inspect the vehicle and received or inspected any replaced parts as requested by you before paying this invoice. The vehicle is being returned to you in exchange for your payment of the Amount Due.

PARTS RETURN WAIVER:
I hereby waive the return of any replaced parts.

INITIALS

Thank You!

What form of relief are you seeking? (e.g., refund, credit, exchange, repair, etc.)

I am seeking a refund

PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

Please attach to this form *photocopies* of any paper involved (web printouts, contracts, warranties, bills, statements, cancelled checks, correspondence including email, etc.) **DO NOT SEND ORIGINALS**. Due to the volume of complaints we receive, any final resolution of this matter may take some time and your patience is greatly appreciated. In order to protect your privacy, we suggest you remove all confidential information from the complaint and documents you submit to us, such as your Social Security number, financial account numbers, and any medical information.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or company about whom you are complaining.

In filing this complaint, I understand that:

- The Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. My filing this complaint does not mean that the Attorney General has initiated a lawsuit or proceeding on my behalf or that it will do so.
- The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.
- In order to resolve my complaint, the Attorney General may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Attorney General.
- The Attorney General works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Attorney General may use information from my complaint in legal proceedings to establish violations of law.

The above complaint is true and accurate to the best of my knowledge. I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Date
9/5/18

Return completed form and documents to:

**Office of the Attorney General
Bureau of Consumer Frauds and Protection
Nassau Regional Office
200 Old Country Road, Suite 240
Mineola, NY 11501-4239**

[REDACTED]
East Meadow, NY
[REDACTED]

August 23, 2018

New York State Attorney General
Nassau Regional Office
200 Old Country Rd, #240
Mineola, NY, 11501

Dear Sir or Madam:

Please help resolve this matter that I have with the Platinum Volkswagen service center in Hicksville NY.

During the summer of 2014, I purchased a used 2011 Volkswagen Jetta (with approximately 20,000 miles) from Platinum VW, in Hicksville, NY. Since purchasing the vehicle, I had all repairs and upkeep services done at the Platinum VW Service Center, with the exception of one tire replacement.

In July 2018, the car stalled and shut off when slowed to a stop, stranding my daughter in the middle of a busy highway. Following this ordeal, I had the car towed to the Platinum VW Service Center. The mechanics at Platinum VW gave the car an oil change and changed valve, costing a total of \$627.08. However, as my daughter drove the car home from the service center, it stalled and shut off again, this time stranding her in the middle of a busy street. We returned the car to the service center the following day, July 13, 2018, for additional services. At the conclusion of this round of repairs, I paid the Platinum VW Service Center an additional \$947.93.

Within a few short days of the second repair, the car shut down again and was returned to the service center. At this point I was very much concerned about the safety of the car and the inability of the service center to repair it. I called the VW USA Customer Service Center (1-800-822-8987) and voiced my concerns. At this point, I was assigned a case number, # [REDACTED]. The VW USA Customer Service Center contacted the Hicksville, Platinum VW Service Center regarding the matter and on July 20, 2018, I was told that the car had been repaired and was charged an additional \$466.00.

After about a week, while in heavy rush hour traffic headed westbound on the Northern State Pkwy, the car shut off again. I called VW USA Customer Service Center again to inform them that after having spent over \$2,000.00 at Platinum VW, the car was not repaired.

Additionally, I requested that the car be repaired at no additional cost to me. However, I was informed by the VW USA Customer Service Center the car needed to be evaluated again and that I would have to pay for the Platinum VW mechanics to work on the car again.

Since I was not able to get cooperation from VW USA or Platinum VW, I became terrified for my daughter's safety while driving the car. I felt that I had no choice but to go out and buy a safe, reliable vehicle. As a result, I traded in the 2011 VW Jetta for a Honda. However, the trade-in did not cover the entire cost of the Honda, so I was forced to spend several thousand dollars on the new car as well.

I'm asking your help in recovering the money that I paid to Platinum VW Service Center for services that were not rendered. I also hope that by making you aware of this injustice, I can somehow help the public.

If you would like to talk to me regarding the matter, I can be reached at [REDACTED] or [REDACTED]. I look forward to hearing from your office.

Sincerely,

[REDACTED]

Enclosure



340 W. Old Country Rd.
Hicksville, NY 11801
Tel (516) 942-7300
NYS R # 7105959

SALE

REF# 0000000000

17.33:06

Chip
/

\$5.00 - 200

176

BIT ...
: AUG ...
2 LO ...
E8 ...

THANK YOU

CONSUMER COPY

PAID BY

JUL 05 2018

PLATINUM VOLKSWAGEN LLC
INITIALS

CUSTOMER COPY

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Manner of Authorization	ALL PARTS INSTALLED ARE NEW AND ALL BODY PARTS ARE NEW OEM UNLESS OTHERWISE INDICATED. PARTS RETURN WAIVER: I hereby waive the return of any replaced parts. _____ INITIALS	DESCRIPTION	TOTALS
\$	\$			☐ In Person ☐ Via Telephone ☐ Via Fax ☐ Via E-Mail		LABOR AMOUNT	270.69
Revised Estimate	\$			☐ In Person ☐ Via Telephone ☐ Via Fax ☐ Via E-Mail		PARTS AMOUNT	306.60
\$	\$					GAS, OIL, LUBE	0.00
WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS, WITHOUT ANY WARRANTY OR GUARANTEE. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you had the opportunity to inspect the vehicle and received or inspected any replaced parts as requested by you before paying this invoice. The vehicle is being returned to you in exchange for your payment of the Amount Due.					SUBLET AMOUNT	0.00	
					MISC. CHARGES *	0.00	
					TOTAL CHARGES	577.29	
					LESS INSURANCE	0.00	
					SALES TAX	49.79	
					PLEASE PAY THIS AMOUNT	627.08	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			Thank You!		

Thank You!



INVOICE

Service and Parts

45 Nelson Ave
Hicksville, NY 11801
Tel (516) 681-1300
NYS R # 7107334

Sales

340 W. Old Country Rd.
Hicksville, NY 11801
Tel (516) 942-7300
NYS R # 7105959

PAGE 2

CELL:

SERVICE ADVISOR: 222 STEVEN FOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GY	11	VOLKSWAGEN JETTA	3VWDZ7AJ1BM		56843/56847	T457	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22JUL14 DD			17:00 02JUL18		135.00	CASH	05JUL18
R.O. OPENED		READY	OPTIONS: SOLD-STK				DLR:E ENG:2.5 Liter F.I.

09:06 02JUL18 13:29 05JUL18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:		0.00	LABOR:		0.00	OTHER:	0.00
					TOTAL LINE C:		0.00

56847 performed multi point inspection, found ign. lock sticks, recommend replace drive belts, spark plugs, air, cabin & fuel filters, exhaust clamp, brake flush, control arm bushings with wheel alignment.

*Thank you for choosing Platinum Volkswagen!
You soon will be receiving a follow up email survey from Volkswagen Corporate, if for any reason you are unable to give the highest score on our survey please contact me at 516-681-1300 ext1400
Thank you! David Martinez Service Director.

PAID BY
JUL 05 2018
PLATINUM VOLKSWAGEN LLC
INITIALS

CUSTOMER COPY

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Manner of Authorization	ALL PARTS INSTALLED ARE NEW AND ALL BODY PARTS ARE NEW OEM UNLESS OTHERWISE INDICATED. PARTS RETURN WAIVER: I hereby waive the return of any replaced parts. INITIALS	DESCRIPTION	TOTALS
\$	\$			☐ In Person ☐ Via Fax ☐ Via Telephone ☐ Via E-Mail		LABOR AMOUNT	270.69
Revised Estimate	\$			☐ In Person ☐ Via Fax ☐ Via Telephone ☐ Via E-Mail		PARTS AMOUNT	306.60
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES *	0.00
						TOTAL CHARGES	577.29
						LESS INSURANCE	0.00
						SALES TAX	49.79
						PLEASE PAY THIS AMOUNT	627.08

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You!

DEBIT SALE

REF#: 00000017

Trans ID: 388194737011652

Appr Code: 084435 Network: G

Trace: 162815 Settle: 0714

DEBIT ☐ Chip/Swiped ☒

AMOUNT	\$947.93
--------	----------

APPROVED

THANK YOU!

CUSTOMER COPY

B PERFORM INTERACTIVE VEHICLE INSPECTION
MULTI PERFORM INTERACTIVE VEHICLE INSPECTION

17	ISP					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: 0.00

1002 not needed, 1003 valve, timing road test 2 valves
occurred, 1013, 1014, 1015, 1016, 1017, 1018, 1019, 1020, 1021, 1022, 1023, 1024, 1025, 1026, 1027, 1028, 1029, 1030, 1031, 1032, 1033, 1034, 1035, 1036, 1037, 1038, 1039, 1040, 1041, 1042, 1043, 1044, 1045, 1046, 1047, 1048, 1049, 1050, 1051, 1052, 1053, 1054, 1055, 1056, 1057, 1058, 1059, 1060, 1061, 1062, 1063, 1064, 1065, 1066, 1067, 1068, 1069, 1070, 1071, 1072, 1073, 1074, 1075, 1076, 1077, 1078, 1079, 1080, 1081, 1082, 1083, 1084, 1085, 1086, 1087, 1088, 1089, 1090, 1091, 1092, 1093, 1094, 1095, 1096, 1097, 1098, 1099, 1100, 1101, 1102, 1103, 1104, 1105, 1106, 1107, 1108, 1109, 1110, 1111, 1112, 1113, 1114, 1115, 1116, 1117, 1118, 1119, 1120, 1121, 1122, 1123, 1124, 1125, 1126, 1127, 1128, 1129, 1130, 1131, 1132, 1133, 1134, 1135, 1136, 1137, 1138, 1139, 1140, 1141, 1142, 1143, 1144, 1145, 1146, 1147, 1148, 1149, 1150, 1151, 1152, 1153, 1154, 1155, 1156, 1157, 1158, 1159, 1160, 1161, 1162, 1163, 1164, 1165, 1166, 1167, 1168, 1169, 1170, 1171, 1172, 1173, 1174, 1175, 1176, 1177, 1178, 1179, 1180, 1181, 1182, 1183, 1184, 1185, 1186, 1187, 1188, 1189, 1190, 1191, 1192, 1193, 1194, 1195, 1196, 1197, 1198, 1199, 1200, 1201, 1202, 1203, 1204, 1205, 1206, 1207, 1208, 1209, 1210, 1211, 1212, 1213, 1214, 1215, 1216, 1217, 1218, 1219, 1220, 1221, 1222, 1223, 1224, 1225, 1226, 1227, 1228, 1229, 1230, 1231, 1232, 1233, 1234, 1235, 1236, 1237, 1238, 1239, 1240, 1241, 1242, 1243, 1244, 1245, 1246, 1247, 1248, 1249, 1250, 1251, 1252, 1253, 1254, 1255, 1256, 1257, 1258, 1259, 1260, 1261, 1262, 1263, 1264, 1265, 1266, 1267, 1268, 1269, 1270, 1271, 1272, 1273, 1274, 1275, 1276, 1277, 1278, 1279, 1280, 1281, 1282, 1283, 1284, 1285, 1286, 1287, 1288, 1289, 1290, 1291, 1292, 1293, 1294, 1295, 1296, 1297, 1298, 1299, 1300, 1301, 1302, 1303, 1304, 1305, 1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317, 1318, 1319, 1320, 1321, 1322, 1323, 1324, 1325, 1326, 1327, 1328, 1329, 1330, 1331, 1332, 1333, 1334, 1335, 1336, 1337, 1338, 1339, 1340, 1341, 1342, 1343, 1344, 1345, 1346, 1347, 1348, 1349, 1350, 1351, 1352, 1353, 1354, 1355, 1356, 1357, 1358, 1359, 1360, 1361, 1362, 1363, 1364, 1365, 1366, 1367, 1368, 1369, 1370, 1371, 1372, 1373, 1374, 1375, 1376, 1377, 1378, 1379, 1380, 1381, 1382, 1383, 1384, 1385, 1386, 1387, 1388, 1389, 1390, 1391, 1392, 1393, 1394, 1395, 1396, 1397, 1398, 1399, 1400, 1401, 1402, 1403, 1404, 1405, 1406, 1407, 1408, 1409, 1410, 1411, 1412, 1413, 1414, 1415, 1416, 1417, 1418, 1419, 1420, 1421, 1422, 1423, 1424, 1425, 1426, 1427, 1428, 1429, 1430, 1431, 1432, 1433, 1434, 1435, 1436, 1437, 1438, 1439, 1440, 1441, 1442, 1443, 1444, 1445, 1446, 1447, 1448, 1449, 1450, 1451, 1452, 1453, 1454, 1455, 1456, 1457, 1458, 1459, 1460, 1461, 1462, 1463, 1464, 1465, 1466, 1467, 1468, 1469, 1470, 1471, 1472, 1473, 1474, 1475, 1476, 1477, 1478, 1479, 1480, 1481, 1482, 1483, 1484, 1485, 1486, 1487, 1488, 1489, 1490, 1491, 1492, 1493, 1494, 1495, 1496, 1497, 1498, 1499, 1500, 1501, 1502, 1503, 1504, 1505, 1506, 1507, 1508, 1509, 1510, 1511, 1512, 1513, 1514, 1515, 1516, 1517, 1518, 1519, 1520, 1521, 1522, 1523, 1524, 1525, 1526, 1527, 1528, 1529, 1530, 1531, 1532, 1533, 1534, 1535, 1536, 1537, 1538, 1539, 1540, 1541, 1542, 1543, 1544, 1545, 1546, 1547, 1548, 1549, 1550, 1551, 1552, 1553, 1554, 1555, 1556, 1557, 1558, 1559, 1560, 1561, 1562, 1563, 1564, 1565, 1566, 1567, 1568, 1569, 1570, 1571, 1572, 1573, 1574, 1575, 1576, 1577, 1578, 1579, 1580, 1581, 1582, 1583, 1584, 1585, 1586, 1587, 1588, 1589, 1590, 1591, 1592, 1593, 1594, 1595, 1596, 1597, 1598, 1599, 1600, 1601, 1602, 1603, 1604, 1605, 1606, 1607, 1608, 1609, 1610, 1611, 1612, 1613, 1614, 1615, 1616, 1617, 1618, 1619, 1620, 1621, 1622, 1623, 1624, 1625, 1626, 1627, 1628, 1629, 1630, 1631, 1632, 1633, 1634, 1635, 1636, 1637, 1638, 1639, 1640, 1641, 1642, 1643, 1644, 1645, 1646, 1647, 1648, 1649, 1650, 1651, 1652, 1653, 1654, 1655, 1656, 1657, 1658, 1659, 1660, 1661, 1662, 1663, 1664, 1665, 1666, 1667, 1668, 1669, 1670, 1671, 1672, 1673, 1674, 1675, 1676, 1677, 1678, 1679, 1680, 1681, 1682, 1683, 1684, 1685, 1686, 1687, 1688, 1689, 1690,

*Thank you for choosing Platinum Volkswagen!
You soon will be receiving a follow up email
survey from Volkswagen Corporate. If for any
reason you are unable to give the highest
score on our survey please contact me
at 516-581-1300 ext1400.
Thank you! David Martinez Service Director

PAID BY *Handwritten signature*

JUL 13 2018

PLATINUM VOLKSWAGEN LLC

CUSTOMER COPY

Original Estimate (Print & Sign)	Total Approval Date (Signature)	Approved By (Signature)	Vehicle Name	Signature of Dealer (Print Name)	ALL PARTS INSTALLED ARE NEW AND ALL BODY PARTS ARE NEW GEM UNLESS OTHERWISE INDICATED.	DESCRIPTION	TOTALS
				☐ By Person ☐ Via Telephone ☐ By E-Mail ☐ By Person ☐ Via Telephone ☐ By E-Mail		LABOR AMOUNT	237.90
						PARTS AMOUNT	634.76
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES	0.00
						TOTAL CHARGES	872.66
						LESS INSURANCE	0.00
						SALES TAX	75.27
					INITIALS	PLEASE PAY THIS AMOUNT	947.93

Thank You!

CU
UN

PLATINUM VOLKSWAGEN



INVOICE

Service and Parts

45 Nelson Ave
Hicksville, NY 11801
Tel (516) 681-1300
NYS R # 7107334

Sales

340 W. Old Country Rd.
Hicksville, NY 11801
Tel (516) 942-7300
NYS R # 7105959

PAGE 2

EAST MEADOW, NY

HOME

CONT

BUS:

CELL:

SERVICE ADVISOR: 222 STEVEN FOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GY	11	VOLKSWAGEN JETTA	3VWDZ7AJ1BM		56869/56872	T529	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PC NO.	RATE	PAYMENT	INV DATE
22JUL14	DD		17:00 06JUL18		135.00	CASH	13JUL18
R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR:E ENG:2.5 Liter F.I.				

09:43 06JUL18 11:02 13JUL18

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A LEAN CONDITION(AIR FUEL RATIO INCORRECT). WE REPLACED THE COVER AT NO ADDITIONAL CHARGES AS A GOODWILL GESTURE. WE THEN ROAD TESTED THE VEHICLE MULTIPLE TIMES AND THE CONDITION IS CORRECTED. THE DRIVERS DID NOTED THAT AT HIGHER SPEEDS THERE IS A SLIGHT HUMMING NOISE(EITHER FROM THE TIRES, HUB BEARINGS OR TRANSMISSION ALL CHECKED AND OK AT THIS TIME). PAPERWORK DONE WITH ALL DISCOUNTS APPLIED AND VALVE DEDUCTED FROM THE CHARGES.

B PERFORM INTERACTIVE VEHICLE INSPECTION

MULTI PERFORM INTERACTIVE VEHICLE INSPECTION

17 ISP

(N/C)

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

56872 not performed this visit. Note: during road test 2 faults occurred, P2187 & P0160, found now needs valve cover, replace3d valve cover, cleared faults.

*Thank you for choosing Platinum Volkswagen!
You soon will be receiving a follow up email survey from Volkswagen Corporate, if for any reason you are unable to give the highest score on our survey please contact me at 516-681-1300 ext1400
Thank you! David Martinez Service Director.

PAID BY *Debart*

JUL 13 2018

PLATINUM VOLKSWAGEN LLC

CUSTOMER COPY

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Manner of Authorization	ALL PARTS INSTALLED ARE NEW AND ALL BODY PARTS ARE NEW OEM UNLESS OTHERWISE INDICATED.	DESCRIPTION	TOTALS
\$	\$			☒ In Person ☐ Via Fax ☐ Via E-Mail	PARTS RETURN WAIVER: I hereby waive the return of any replaced parts.	LABOR AMOUNT	237.90
Revised Estimate	\$			☒ In Person ☐ Via Fax ☐ Via E-Mail	INITIALS	PARTS AMOUNT	634.76
WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS, WITHOUT ANY WARRANTY OR GUARANTEE. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you had the opportunity to inspect the vehicle and received or inspected any replaced parts as requested by you before paying this invoice. The vehicle is being returned to you in exchange for your payment of the Amount Due.						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES *	0.00
						TOTAL CHARGES	872.66
						LESS INSURANCE	0.00
						SALES TAX	75.27
						PLEASE PAY THIS AMOUNT	947.93

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You!

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

EAST MEADOW, NY [REDACTED]

HOME 516 642-6565 CONT: [REDACTED]

PLATINUM VOLKSWAGEN LLC
340 W OLD COUNTRY RD
HICKSVILLE, NY 11801
516-942-7300

SALE

MID: 0356 Store: 8739 Term: 0003

REF#: 00000015

Batch #: 006

RRN [REDACTED]

07/20/18

16:19:13

Trans ID: 38820173532712

APPR CODE: 074000

VISA

Chip

AMOUNT

\$466.00

APPROVED

CHASE VISA

AID: A0000000031010

TVR: 00 80 00 80 00

TSI: F8 00

THANK YOU!

CUSTOMER COPY

PAID BY VISA [REDACTED]

JUL 20 2018

PLATINUM VOLKSWAGEN LLC
INITIALS [REDACTED]

CUSTOMER COPY

PLATINUM VOLKSWAGEN



Service and Parts

Sales

45 Nelson Ave

340 W. Old Country Rd.

Hicksville, NY 11801

Hicksville, NY 11801

Tel (516) 681-1300

Tel (516) 942-7300

NYS R # 7107334

NYS R # 7105959

INVOICE

PAGE 1

SERVICE ADVISOR: 222 STEVEN FOX

MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BEN JETTA	3VWDZ7AJ1BM		57080/57080	T687	
EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
	17:00 17JUL18		135.00	CASH	20JUL18

DIY OPTIONS: SOLD-STK: [REDACTED] DLR:E ENG:2.5 Liter F.I.

HOURS	LIST	NET	TOTAL
-------	------	-----	-------

THE VEHICLE IS DRIVING WELL ACCEPT IT STALLED THROUGH.

THAT THE VEHICLE IS DRIVING IT STALLED OUT IN A DRIVE

P VALVE	243.00	186.00	186.00
OR: 243.00 OTHER: 0.00	TOTAL LINE A:	429.00	

STALLING CONCERN AND SCANNED THE SYSTEM. FOUND THE SYSTEM. REPLACED THE VALVE THAT WAS REMOVED AT THE CUSTOMERS APPROVAL. ROAD TESTED THE VEHICLE THE CONDITION DID NOT RETURN. SCANNED THE VEHICLE IN THE SYSTEM AT THIS TIME.

ACTION PERFORMED THIS VISIT.

ACTIVE INSPECTION PERFORMED THIS

OR: 0.00 OTHER: 0.00	TOTAL LINE B:	0.00	(N/C)
----------------------	---------------	------	-------

*Thank you for choosing Platinum Volkswagen!

You soon will be receiving a follow up email survey from Volkswagen Corporate, if for any reason you are unable to give the highest score on our survey please contact me at 516-681-1300 ext1400

Thank you! David Martinez Service Director.

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Manner of Authorization
\$	\$			☐ In Person ☐ Via Fax ☐ Via Telephone ☐ Via E-Mail
Revised Estimate				☐ In Person ☐ Via Fax ☐ Via Telephone ☐ Via E-Mail

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS WITHOUT ANY WARRANTY OR GUARANTEE. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you had the opportunity to inspect the vehicle and received or inspected any replaced parts as requested by you before paying this invoice. The vehicle is being returned to you in exchange for your payment of the Amount Due.

ALL PARTS INSTALLED

ARE NEW AND ALL

BODY PARTS ARE NEW

OEM UNLESS

OTHERWISE INDICATED.

PARTS RETURN

WAIVER:

I hereby waive the return of any replaced parts.

INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	243.00
PARTS AMOUNT	186.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	429.00
LESS INSURANCE	0.00
SALES TAX	37.00
PLEASE PAY THIS AMOUNT	466.00

Thank You!

INVOICE

Service and Parts
45 Nelson Ave
Hicksville, NY 11801
Tel (516) 681-1300
NYS R # 7107334

Sales
340 W. Old Country Rd
Hicksville, NY 11801
Tel (516) 942-7300
NYS R # 7105959

PAGE 1

SERVICE ADVISOR: 222 STEVEN FOX

MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAX
VOLKSWAGEN JETTA		3VWDZ7AJ1BM				57080/57080		T68
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	
22JUL14 DD			17:00 17JUL18		135.00	CASH	20JUL18	
H.O. OPENED		READY		OPTIONS: SOLD-STK		DLR:E ENG:2.5 Liter F.I.		

07:54 17JUL18 11:37 20JUL18

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

A CUSTOMER STATES THAT THE VEHICLE IS DRIVING WELL ACCEPT IT STALLED OUT IN A DRIVE THROUGH.

O CUSTOMER STATES THAT THE VEHICLE IS DRIVING WELL ACCEPT IT STALLED OUT IN A DRIVE THROUGH.

17	CVV				243.00	243.00	
1	06E-109-257-P VALVE				206.67	186.00	
PARTS:	186.00	LABOR:	243.00	OTHER:	0.00	TOTAL LINE A:	429.00

57080 DUPLICATED THE STALLING CONCERN AND SCANNED THE SYSTEM. FOUND CODE P0011 BACK IN THE SYSTEM. REPLACED THE VALVE THAT WAS REMOVED AT PRIOR SERVICE WITH THE CUSTOMERS APPROVAL. ROAD TESTED THE VEHICLE MULTIPLE TIMES AND THE CONDITION DID NOT RETURN. SCANNED THE VEHICLE AND NO STORED CODES IN THE SYSTEM AT THIS TIME.

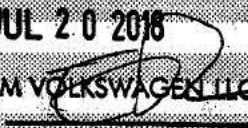
B NO INTERACTIVE INSPECTION PERFORMED THIS VISIT.
MULTIN NO INTERACTIVE INSPECTION PERFORMED THIS VISIT.

17	ISP				(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	
					TOTAL LINE B:	0.00

*Thank you for choosing Platinum Volkswagen!
You soon will be receiving a follow up email survey from Volkswagen Corporate, if for any reason you are unable to give the highest score on our survey please contact me at 516-681-1300 ext1400
Thank you! David Martinez Service Director.

PAID BY Visa # 

JUL 20 2018

PLATINUM VOLKSWAGEN LLC
INITIALS 

CUSTOMER COPY

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Manner of Authorization	ALL PARTS INSTALLED ARE NEW AND ALL BODY PARTS ARE NEW OEM UNLESS OTHERWISE INDICATED.	DESCRIPTION	TOTALS
\$	\$			☒ In Person ☐ Via Fax ☐ Via Telephone ☐ Via E-Mail	PARTS RETURN WAIVER: I hereby waive the return of any replaced parts. INITIALS	LABOR AMOUNT	243.00
Revised Estimate				☒ In Person ☐ Via Fax ☐ Via Telephone ☐ Via E-Mail		PARTS AMOUNT	186.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES *	0.00
						TOTAL CHARGES	429.00
						LESS INSURANCE	0.00
						SALES TAX	37.00
						PLEASE PAY THIS AMOUNT	466.00

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS WITHOUT ANY WARRANTY OR GUARANTEE. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you had the opportunity to inspect the vehicle and received or inspected any replaced parts as requested by you before paying this invoice. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You!

The State of New York
Office of the Attorney General
Nassau Regional Office
200 Old Country Road, Suite 240
Mineola, NY 11501-4239



National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Ave. SE West Building
Washington, DC 20590

