

NEF-010

MAR 20 2019

CL-11153809-1100

March 6, 2019

Volkswagen of America, Inc.
Customer Care
3800 Hamlin Road
Auburn Hills, MI 48326-2855

To Whom It May Concern:

This is a follow up letter regarding my current case with The State of Maryland Office of the Attorney General, Case Number, [REDACTED] and Federal Trade Commission Reference # [REDACTED]

I have attached an additional bill that I request reimbursement for. Since the work I referenced in my letter to the NHTSA dated October 25, 2018 I have continued to experience problems with my vehicle including inoperable notification systems.

The first incident of my car becoming completely inoperable after a computer upgrade of the vehicle for emissions occurred as the warning system completely shut down my vehicle in the middle of the road. I have re-attached this complaint to NHTSA since NHTSA has not yet assigned a case number.

Now recently I have experienced strange activity in my car such as operations and settings changing on their own as if the vehicle is hacked with settings changing on the screen without my adjustment. In addition, I recently drove on a flat and was never alerted as I was previously after first purchasing the vehicle that the air in the tire was running low. When I first purchased the vehicle I was immediately alerted that the air in the tire was low. After filling the tire with air a few times I took it in and discovered there was a nail and was able to get the tire patched for a nominal fee. This time there was no alert at all and I luckily only drove a short distance with the car suddenly feeling as though I was driving in strong wind. I looked at the odometer for warning signs and there were none. After visiting a nearby post office I then only received an ABS tire signal with no warnings of tire pressure or numbers of psi. I immediately got to my home and noticed there was a flat.

Had the warning system been working effectively I would have been alerted sooner to avert a near accident and a requirement of replacing an entire tire instead of the option to patch it.

There appears to be a problem with the warning system with the first instance of shutting down my car completely to the other extreme of not warning me of the psi number or tire issue until my trip was completed.

My mailing address has changed since my initial letter to the NHTSA so I may have a case number assigned and have copied them to re-contact me with the information.

T. GAO
03/20/19
A5

TR

My complaint initially was regarding a computer system upgrade that was a part of a recall that immediately made my car inoperable and after returning the car for additional service following the recall my car experienced and has experienced continued problems in overall operation including; turbo engine power and warning systems.

Thank you in advance for your time and quick attention to this matter.

I have only driven the vehicle 1,041 miles since the car was serviced at Heritage Owings Mills. I am not certain what other problems would have occurred if I had driven the vehicle for a longer period of time.

I am requesting \$175.12 refund and the \$230 for an unbiased test of my vehicle as stated in the letter from the State of Maryland Office of the Attorney General dated February 19, 2019.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
Sparks, Maryland [REDACTED]

Personal and Confidential

cc: State of Maryland Office of the Attorney General, Case Number, [REDACTED], Mr. Jerry Dieringer, Mediator

Federal Trade Commission, Reference # [REDACTED]

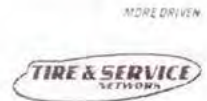
NHTSA

Invoice # [REDACTED]

Brooks Huff Tire & Auto Center



11223 YORK RD
 HUNT VALLEY MD 21030
 Phone: 410-527-1000
 Email: HUNTVALLEY@BROOKSHUFF.NET



Customer Information	Invoice	Additional Information
[REDACTED] Acct Number: P: [REDACTED] Contact:	Date: 2/28/2019 Reference: [REDACTED] Salesperson: Martin Gamble Offer Code: Route: Delivery Date: 2/28/2019	PO Number: Work Order#: [REDACTED] Waiting?: YES Time Promised: 1HR Entered By: Martin Gamble

Vehicle: 2016 Volkswagen Beetle Denim Desc: *TPMS Equipped *Lug Torque (ft. lbs): 103 *Inflation Front/Rear (psi): 29/29	Lic No: [REDACTED] VIN: [REDACTED]	Unit: lt blue	Mileage IN: 15813 Mileage OUT: 15813	*OE Info
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Qty	Description	FET	Unit Price	Ext. Price
1.00	L/R		0.00	0.00
1.00	407213374, 215/55R17 94H, Assurance All-Season BW SL, Goodyear DOT# - 1 ea - M63RJCFR4418 1 Tire Install		133.99	133.99
1.00	Tire Dismount/Mount - Pass/LT		0.00	0.00
1.00	Computerized Spin Balance		10.50	10.50
1.00	, Wheel Weights		4.50	4.50
1.00	, Valve Stem		3.00	3.00
1.00	Tire Disposal Fee		3.00	3.00
1.00	Road Hazard		10.00	10.00

MD Taxable

Subtotal:	164.99
MD Sales Tax:	8.49
MD Tire Tax:	0.80
Shop Supplies:	0.84

Terms: N/A

2/28/2019 Payment# [REDACTED] Amount:	\$175.12
Cash:	180.12
Change:	(5.00)
Invoice Balance:	\$0.00

Terms:	Due Date	Due Amount	Amt Remain
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Thank You For Your Business

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Brooks-Huff permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Brooks-Huff is not responsible for loss or damage to vehicles, or articles left in vehicles, in case of fire, theft or any other cause beyond it's control.

October 25, 2018

National Highway Traffic
Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

To Whom It May Concern:

This letter is a complaint regarding a recent recall of my 2016 Volkswagen Beetle Convertible.

In the first week of October 2018 I received a recall notice from Volkswagen of America's recall department that my VIN number had a recall for an Emissions Service Action 24DR-Engine Control Module (ECM) Software.

At the time of the recall I had a perfectly running vehicle. I have had all oil changes and service work done at the local Volkswagen dealers and only had 14,750 miles on the vehicle when I took it in for the recall.

When I first purchased the vehicle the air conditioning was fixed under warranty and both the driver's side door and the passenger door have both been fixed for making creaking noises, the driver's side shortly after I purchased the vehicle and the passenger's side during the time of the recall.

Other than these three minor fixes there have been no problems with the vehicle with all oil changes conducted at the dealers.

After waiting for the recall work to be completed for two hours I drove a short distance to visit a family member for an hour or so and then drove home, that was on October 17, 2018.

I work from home so the next day, October 18, 2018 I did not drive anywhere.

On Friday at about lunch, October 19, 2018 I left to drive to the post office. As soon as I began driving it felt the car was hesitating and not driving under full power but I was driving quite slow on my residential street. I arrived at the stop sign and turned right onto the main residential street of my community and immediately noticed there was a problem. The car would not drive over 20-25 mph and I noticed several lights on in the odometer area that appeared to be warning signals so I immediately pulled the car over to the curb. Luckily at this point I was not on a heavily trafficked road and there was no traffic at the time. Had there been more traffic or if the road had a higher speed limit it could have been a very dangerous situation since the ability to accelerate the car was very limited.

I quickly looked up the meaning of the lights in my owner's

manual and considered the car unsafe to drive so I immediately turned around and returned to my home and called the service department for assistance.

I was surprised the service department was completely unwilling to consider that the problem may be associated with the recall software upgrade. They all were immediately convinced it was a coincidence. I could not understand how I could have a perfectly functioning vehicle and then have a car not operating to a point of a near death experience.

The service manager, John Schilling indicated don't worry your car is still under warranty. The warranty actually expires October 26, 2018. Thankfully I was still under warranty. They considered it a warranty issue (a car with 14, 750 miles).

They provided me a loaner and kept the car over the weekend and informed me of a problem with the ABS speed sensor in the front left tire and a wheel bearing. I indicated that I had never had any damage to the front left tire and that it didn't make sense that this problem would have disabled my car to the point of breaking down in the middle of the road.

The car seemed to drive normal the day I picked it up from the dealer for the second fix on 10/24/2018 and I did not drive the vehicle on October 25, 2018 but today, I noticed a hesitation in the vehicle as if the power of the engine had been reduced. One thing I like about the Volkswagen Beetle is that it is a small vehicle but it has a Turbo engine with a good bit of power and I have the ability to move quickly up hills and maneuver easily in traffic and for some reason since the service the vehicle does not feel as though it has the same power it did prior to the service.

I request an analysis of my vehicle to ensure that it is in proper working order. I have 3 problems with this situation.

1. It seems obvious the recall software upgrade did something to my vehicle and it is my opinion that all recall and computer upgrades should include a warranty if anything should happen after the upgrade for a certain time period.
2. I have a problem with the fact that if an ABS sensor is problematic that it would completely shut down my vehicle in the middle of the street, endangering my life.
3. My vehicle feels as though it drives worse with less power now that it is serviced. My local service dealer stopped servicing Volkswagens after the diesel recalls and the Heritage Parkville service manager treated me very poorly so now I drive to the Heritage Owings Mills dealer that I now find questionable in their service and ability to repair my vehicle. I have limited options to service my vehicle.

I reported my concerns to the Volkswagen corporate office on 10/23/18 to discuss that I did not think it was a coincidence that I had a problem after the recall service. I am now copying them here to inform them that the car in my opinion is not functioning as it was or as effectively as before I took it in for service.

I am concerned that a car with only 14,750 miles could have this many problems and now my warranty is officially over but due to the recall service my car is not operating at the same power it was.

I will continue to drive the vehicle the next few days to determine any differences but would like another unbiased party and or dealer to assist me with the proper operation of my vehicle.

Thank you in advance for your time and quick attention to this matter.

Sincerely,

[REDACTED]
Cockeysville, Maryland [REDACTED]

Personal and Confidential

cc: Federal Trade Commission
Volkswagen of America Inc., Auburn Hills, MI
State of Maryland, Office of the Attorney General
[REDACTED]

BRIAN E. FROSH
Attorney General

ELIZABETH F. HARRIS
Chief Deputy Attorney General

CAROLYN QUATTROCKI
Deputy Attorney General



WILLIAM D. GRUHN
Chief
Consumer Protection Division

STATE OF MARYLAND
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

Writer's Direct Dial No.

410-576-6508
Fax: (410) 576-7040

February 19, 2019

Volkswagen of America, Inc.
Customer Care
3800 Hamlin Road
Auburn Hills, MI 48326-2855

IN RESPONSE REFER TO
CASE NO.: [REDACTED]

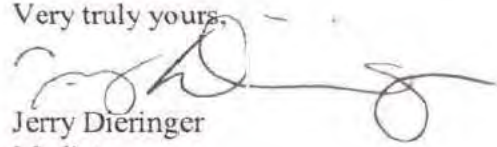
Re: [REDACTED]
Sparks, MD [REDACTED]

Dear Sir/Madam:

The Office of the Attorney General has received a complaint from [REDACTED] who claims that after having her vehicle serviced for a recall, her vehicle experienced additional driveability issues. She is requesting \$230 for an unbiased test on her vehicle.

Please review the attached materials as well as any records you may have about the transaction and then contact me so that a fair and equitable solution can be reached. Please respond in writing within two weeks. If you wish to discuss the matter, I can be reached at 410-576-6508 on Tuesdays and Thursdays from 10am-3pm.

Very truly yours,


Jerry Dieringer
Mediator

Enclosure

cc: Heritage Imports;
[REDACTED]

200 Saint Paul Place ❖ Baltimore, Maryland 21202-2021

Main Office (410) 576-6300 ❖ Main Office Toll Free (888) 743-0023

Consumer Complaints and Inquiries (410) 528-8662 ❖ Health Advocacy Unit/Billing Complaints (410) 528-1840

Sparks, Maryland



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

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