

NOV 06 2018

CL-11153809-4954

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

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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
MU-298480



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

September 2018

[REDACTED]
COCKEYSVILLE, MD [REDACTED]

This notice applies to your vehicle: 3VW517AT8GM [REDACTED]

**Subject: Emissions Service Action 24DR - Engine Control Module (ECM) Software
Certain 2013-2017 Model Year Volkswagen Beetle Convertible, Beetle, Jetta and
Certain 2014-2017 Model Year Volkswagen Passat**

Dear Volkswagen Owner,

In cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on certain 2013-2017 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Current Engine Control Module (ECM) software may cause unintended system faults. If present, these faults could lead to illumination of the malfunction indicator light (MIL). If the MIL is on, the vehicle will not pass an emissions inspection.

What will we do? Your authorized Volkswagen dealer will update the ECM software. This work will take less than an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

IMPORTANT!

Please note that if the ECM in your vehicle has been "chipped," "tuned," or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.

What should you do? Please contact your authorized Volkswagen dealer as soon as possible to schedule this service. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Important information
for California Vehicle
Owners – California
Regulations**

California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction Certificate" with your vehicle records. **DO NOT MAIL THIS FORM** to the DMV, unless requested.

**Can we assist you
further?**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.

**Checking your vehicle
for open Recalls and
Service Campaigns**

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection



Heritage Imports, Inc.
 9808 Reisterstown Road
 Owings Mills, Maryland 21117
 (410) 363-8300



SUBARU

CUSTOMER NO	ADVISOR ERIC TOSSMAN	3359	TAG NO	INVOICE DATE 10/17/18	INVOICE NO
	LABOR RATE	LICENSE NO	MILEAGE 14,750	COLOR /	STOCK NO
COCKEYSVILLE, MD	YEAR / MAKE / MODEL 16/VOLKSWAGEN/BETLE CONVERTI/2DR CN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 V W 5 1 7 A T 8 G M			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO	P.O. NO		F.O. DATE 10/17/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: [REDACTED]

LABOR & PARTS	TECH(S)	INTERNAL
J# 1 94VWZTE TRIM EXTERIOR CUSTOMER STATES p/s door making creaky noise FIXED PASSENGER SIDE DOOR CHECK	:7662	INTERNAL
JOB # 1 TOTAL LABOR & PARTS		0.00
J# 2 86VWZ1 PERFORM RECALL CUSTOMER STATES 24DR Ecu Update CONFIRMED .COMPLETED	:7662	WARRANTY
JOB # 2 TOTAL LABOR & PARTS		0.00
J# 3 99VWZC Multipoint Inspect Multipoint Inspection An interactive Multipoint Vehicle Inspection Review which includes various items such as tire tread depth, interior and exterior lights, glass and windshield wipers.	:7662	INTERNAL
JOB # 3 TOTAL LABOR & PARTS		0.00

**MANUFACTURER SPECIAL POLICY
ADJUSTMENT PROGRAMS**
 Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information which may be available for a fee or for free.

LOSS / DAMAGE DISCLAIMER
 Under certain circumstances such as fire, theft or other cause out of their control, Mile One may not be responsible for loss or damage to motor vehicle or articles left in the vehicle housed at a Mile One facility. You have a right to ask a Mile One representative about the extent of its responsibility, including the extent of the insurance coverage of the automotive repair facility. Mile One is not responsible for valuables left in the vehicle including money, tapes, CDs, cell phones, radar detectors, CB radios, etc.

COMMENTS-----
 X06XSJ3SKJ:WAIT CC created 2018-10-15 01:50:00pm taken by Erin Duli
 k

TOTALS-----

Thank you for choosing Heritage as the place to service your vehicle. Our commitment is to provide you with a TRULY OUTSTANDING service experience.	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

"Claims for work performed must be made within 12 months or 12,000 miles from date of work."

Make your next Appointment at...
 Call us at 877-489-7822

CUSTOMER SIGNATURE



10-19-2018

1. Lights up: Tire pressure too low
2. Lights up: ESC malfunction or ESC switched off by the system
3. Air bag and safety belt pretensioner system malfunction
Automatic Rollover Support System malfunction
4. ABS malfunction
5. STOP Parking Brake engaged
6. Lights up: Depress Brake pedal!
7. Problem with steering



Heritage Imports, Inc.
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CUSTOMER NO. [REDACTED]	ADVISOR ERIC TOSSMAN	3359	TAG # [REDACTED]	INVOICE DATE 10/24/18	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 14,772	COLOR /	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 16/VOLKSWAGEN/BEETLE CONVERTI/2DR CN			DELIVERY DATE	DELIVERY MILES
COCKEYSVILLE, MD [REDACTED]	VEHICLE I.D. NO. [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO. ERIC		R.O. DATE 10/22/18	[REDACTED]
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: [REDACTED]

LABOR & PARTS

J# 1 80VWZ ENGINE PERF LVL A TECH(S):7662 WARRANTY
 CUSTOMER STATES MULTIPLE LIGHTS ON THE DASH BOARD--TRACTION CONTROL, ABS, AIRBAG LIGHTS ARE ON. CHECK AND ADVISE TECH SCANNED FAULTS. STORED FOR THE LEFT FRONT ABS WHEEL SPEED SENSOR. CHECKED CONNECTION FOR ABS SENSOR. ENSURED WAS FULLY CONNECTED. TEST DROVE VEHICLE. REPLACED LEFT FRONT ABS WHEEL SPEED SENSOR AND LEFT FRONT WHEEL BEARING. TEST DROVE VEHICLE, VEHICLE OPERATING AS DESIGNED AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	5K0-498-621	BEARING			WARRANTY
JOB # 1	1	WHT-003-857	SENSOR			WARRANTY
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

J# 2 60VWZ ELECTRICAL LVL A TECH(S):7662 WARRANTY
 CUSTOMER STATES WHEN PUTTING UP THE CONVERTIBLE TOP THE REAR WINDOWS DON'T ALWAYS COME UP. CHECK AND ADVISE TECH COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS TIME. VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS					0.00	
JOB # 2 TOTAL LABOR & PARTS					0.00	

TOTALS

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	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

THANK YOU! TOTAL INVOICE \$ 0.00

Make your next Appointment at...
 Call us at 877-489-7822

CUSTOMER SIGNATURE

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"Claims for work performed must be made within 12 months or 12,000 miles from date of work."

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