CL-11153809-8291

April 28, 2019

State of Maryland
Office of the Attorney General
200 Saint Paul Place
Baltimore, Maryland 21202-2021
Attention: Mr. Jerry Dieringer, Mediator, Case Number [redacted]

Dear Mr. Dieringer:

I am in receipt of your letter dated April 23, 2019.

I have attached some additional verbiage included in my car manual that describes the importance of the SET button being re-calibrated after servicing the vehicle.

As stated in my previous letter, I have some concerns that this was not completed following my initial service in October 2018 and would like to stress the importance that this is completed at all times at the dealer level.

After servicing the vehicle for an oil change at Cook's on March 28, 2019 they assured me that it was completed but neither dealership showed me or confirmed or explained how it was completed or how I could confirm that it was functioning properly.

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

Sincerely,

[redacted]

Sparks, Maryland [redacted]

Personal and Confidential

cc: Federal Trade Commission, Reference Number [redacted]

NHTSA, Reference Number 11153809, NEF-109 nlm

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⚠ WARNING (continued)

- **If the tire is not "flat" and you do not have to change a wheel immediately, drive carefully and at reduced speed to the nearest service station to check the tire pressure and add air as required.**
- **When replacing tires or wheel rims on vehicles equipped with TPMS always read and heed the information and all WARNINGS regarding ⇒ page 164, *Tires and wheels*.**
- **The Tire Pressure Monitoring System must be recalibrated using the SET button whenever you remove and remount or change any wheel or tire on the vehicle, even if the reinstalled or replacement wheels and tires are identical to those that were removed and even if the tire pressure does not change ⇒ page 198, *Tire Pressure Monitoring System (TPMS) and recalibration with the SET button*.**

⚠ WARNING

Improper use of the SET button can cause the TPMS to give false warnings or to give no warning despite dangerously low tire pressure ⇒ page 198, *Tire Pressure Monitoring System (TPMS) and recalibration with the SET button*.

Underinflation increases fuel consumption and tire wear.

Do not rely solely on the Tire Pressure Monitoring System. Check your tires regularly to make sure they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blis Remove any objects that becom bedded in the tire tread but have penetrated into the body of tire i

When you take delivery of t hicle, the Tire Pressure Mor ing System is calibrated for the y-recommended cold tire inflati pressure for the tires on your ve as shown on the label inside th er door ⇒ page 171, *Tire inflati pressure*.

- The system must be recalibr using the SET button whenev remove and remount or chang wheel or tire on the vehicle, ev the reinstalled or replacement and tires are identical to those were removed and even if the pressure does not change ⇒ page 198, *Tire Pressure Mo ing System (TPMS) and recali with the SET button*.
- If you have to adjust the tir sure on a warm tire, fill the tir 2.0 - 4.35 psi (20 - 30 kPa) m the pressure specified on the pressure label inside the drive ⇒ page 171, *Tire inflation pre*

Tire Pressure Monitoring System (TPMS)

Introduction

In this section you'll find information about:

Your vehicle's Tire Pressure Monitoring System (TPMS) uses the Anti-lock Brake System (ABS) sensors to indirectly check the tire pressure of all 4 tires while you are driving. The sensors monitor the tread circumference (rolling circumference) and vibration characteristics of the individual tires. TPMS warns if there is a significant loss of pressure in one or more tires while the vehicle is moving. Pressure loss is signaled by the indicator light (!) (described below) as well as by acoustic warnings and text warnings in the instrument cluster display if your vehicle has this display (Multi-Function Indicator - MFI).

The original benchmark pressure is the recommended maximum load cold tire inflation pressure for the tires that come with your vehicle. This pressure is listed on the tire pressure label on the driver door jamb ⇒page 171, *Tire inflation pressure*. After adjusting the tire pressures in all 4 tires, you must confirm and store the new cold inflation pressures by pressing the SET button, which changes the benchmark pressure to match the current pressure of the tires on your vehicle ⇒page 198, *Tire Pressure Monitoring System (TPMS) and recalibration with the SET button*.

Recalibrating the TPMS to reset the benchmark cold tire inflation pressure with proper use of the SET button is explained below ⇒page 198, *Tire Pressure Monitoring System (TPMS) and recalibration with the SET button*.

More information:

- Volkswagen Information System ⇒page 26
- Transporting ⇒page 155
- Tires and wheels ⇒page 164
- Braking and parking ⇒page 229
- Exterior care and cleaning ⇒page 301
- Parts, accessories, repairs, and modifications ⇒page 318
- Consumer information ⇒page 325

⚠ WARNING

Incorrect tire pressures and/or underinflation can cause sudden tire failure, loss of control, collision, serious personal injury or even death.

- **When the warning symbol appears in the instrument cluster, stop and inspect the tires.**
- **Incorrect tire pressure and/or underinflation can cause increased tire wear and can affect the handling of the vehicle and stopping ability.**

[redacted]
Sparks, Maryland [redacted]

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USA

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

Attn: Office of Defects Investigation

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