

JAN 20 2019

Tampa, FL

December 26 2018

VW of America Headquarters

Car Defects Department

2200 Ferdinand Porsche Drive

Herndon, VA 20171

Re: 2015 VW GTI Vin#3VW4T7AU0F

I am writing about my 2015 VW GTI. I am the second owner of this car. Like most GTI owners, I thought that it was a great car. I am the 2nd owner of this car, and I purchased the car about 18 months ago when it had about 25,000 miles on it.

Over the past year, I have had numerous problems with oil leakage from the car. This past week, the check engine light went on again. The attached records show all the routine care and special care that I had to give this car during the past year. I took the car back to the same dealership and the dealership found pieces of pistons and the piston ring in the oil drip pan. The paper work is attached along with a picture.

Who ever heard of pistons falling apart in a car that was well taken care of and with only 60,000 miles? This is preposterous. The technician at the dealership indicated that this was the third car this year on which he worked with the same problem. The car needs a NEW engine to a cost of at least \$10,000. The car is not drivable anymore as it has no acceleration. The car is worthless unless someone wants to put in a new engine.

I am sending this note to various government agencies to notify them of this obviously defective car. If I find out that other cars are having this problem suggesting a pattern of defects covered up by the manufacturer, I will hire a lawyer and seek legal redress. In the meantime, as an average worker who works for a living, I am off to buy a new car at a Honda dealership which hopefully will be more reliable. This will set me back an enormous amount of money which I cannot afford, especially since I still have payments to make on the 2015 GTI which right now is completely worthless.

EA
2-6-19
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KUHNS VOLKSWAGEN MAZDA

3900 W. KENNEDY BLVD. TAMPA, FLORIDA 33609
PHONE TAMPA (813) 872-4841

STATE OF FLORIDA
REGISTRATION NUMBER
MV-51969

CUSTOMER NO. [REDACTED]	ADVISOR PAUL COHEN	TAG NO. 9512	INVOICE DATE 06/30/18	CELL: [REDACTED]
[REDACTED] TAMPA, FL [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 48,796	COLOR BLACK/
	YEAR / MAKE / MODEL 15/VOLKSWAGEN/GTI/4DR HB DSG SE		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 V W 4 T 7 A U O F M		SELLING DEALER NO.	PRODUCTION YEAR
	F.T.E. NO.		R.G. DATE 06/30/18	
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS	

JOB# 1 CHARGES-----

LABOR-----
J# 1 18VWZ60 OTHER TECH(S):7418 33.00

OIL CHANGE AND ROTATE
CHANGED OIL AND ROTATED TIRES

PARTS-----QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
1	PK06L		****	****
1	06L-115-562-B	FILTERELEM	10.95	10.95
6	5W40	EDGE PROFFESSI	5.97	35.82
	SW40 EDGE PROF OE (50200/50500)			
1	06L-103-801	DRAIN PLUG	5.80	5.80
TOTAL - PARTS			52.57	52.57

JOB# 1 TOTALS-----
LABOR 33.00
PARTS 52.57

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 85.57

JOB# 2 CHARGES-----

LABOR-----
J# 2 00VWZ0020 SERVICE TRANSMISSION TECH(S):7418 181.62

CUSTOMER REQUEST A TRANSMISSION SERVICE
SERVICED TRANSMISSION

PARTS-----QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
6	G-052-182-A2	GEAR OIL	24.95	149.70
1	02E-305-051-C	FILTER	27.95	27.95
1	N-910-845-01	SEAL RING	7.80	7.80
1	N-043-809-2	WASHER	3.38	3.38
TOTAL - PARTS			188.83	188.83

JOB# 2 TOTALS-----
LABOR 181.62
PARTS 188.83

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 370.45

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A 301 SHOP SUPPLIES 31.92
TOTAL - MISC 31.92

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$1000.00 (+TAX)

COMMENTS-----
X04Q4CWLK:created 2018-06-29 02:13:00pm taken by Kayla Hooks

MO: [REDACTED]

All parts are new or factory remanufactured unless otherwise indicated.
U/Used, R/Rebuilt, RC/Reconditioned, NC/No Chg/Warranty, RD/Reduced/Warrant

LIMITED WARRANTY: The or warranties applying to the part(s) installed in accordance with this estimate and/or repair order are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including a implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for any liability in connection with the sale of products or service sold under the terms of this estimate and/or repair order. Parts and labor are guaranteed for 12 months/12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate and/or repair order will correct any problem specified on the description of the complaint.

Collision work guarantee is lifetime on structural repair and five years on paint.

SHOP SUPPLIES/WASTE DISPOSAL FEES
This charge represents costs a profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F 559.905(1)(h)

STATE TIRE & BATTERY FEE
The State of Florida requires \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee be collected for each new remanufactured battery sold in the state [s.403.7185].

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PHONE TAMPA (813) 872-4841

STATE OF FLORIDA
REGISTRATION NUMBER

MV-51969

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR KENNETH C. HARTMAN	TAG NO. 9538	INVOICE DATE 11/28/18
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 58,651
[REDACTED]	YEAR / MAKE / MODEL 15/VOLKSWAGEN/GTI/4DR HB DSG SE	COLOR BLACK/	DELIVERY DATE
TAMPA, FL [REDACTED]	VEHICLE I.D. NO. 3 V W 4 T 7 A U O F M	SELLING DEALER NO.	DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 11/28/18

MO: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----
J# 1 00VWZ0010 ROTATE & BALANCE TECH(S):7148 59.95
CUSTOMER REQUEST A TIRE ROTATE & BALANCE
ROTATED & BALANCED TIRES

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
301D VW SHOP SUPPLY CREDIT -20.00
TOTAL - MISC -20.00

JOB# 1 TOTALS-----
LABOR 59.95
MISC -20.00

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 39.95

JOB# 2 CHARGES-----

LABOR-----
J# 2 00VWZ0000 OIL CHANGE TECH(S):7148 52.95
CUSTOMER REQUEST A OIL AND FILTER CHANGE
COMPLETED OIL AND FILTER CHANGE

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 PK06L ****
1 06L-115-562-B FILTERELEM 10.95
6 SW40 EDGE PROFFESSI 5.97 35.82
SW40 EDGE PROF OE (50200/50500)
1 06L-103-801 DRAIN PLUG 5.80
TOTAL - PARTS 52.57

JOB# 2 TOTALS-----
LABOR 52.95
PARTS 52.57

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 105.52

JOB# 3 CHARGES-----

LABOR-----
J# 3 00VWZ0016 POLLEN FILTER TECH(S):7148 54.00
CUSTOMER REQUEST THE POLLEN FILTER REPLACED
REPLACED POLLEN FILTER

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 5Q0-819-653 DUST FILT. 21.95
TOTAL - PARTS 21.95

JOB# 3 TOTALS-----
LABOR 54.00
PARTS 21.95

JOB# 3 JOURNAL PREFIX VWCS JOB# 3 TOTAL 75.95

JOB# 4 CHARGES-----

LABOR-----

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STATE OF FLORIDA
 REGISTRATION NUMBER
 MV-51969

CELL # [REDACTED]

CUSTOMER NO. [REDACTED]		ADVISOR KENNETH C. HARTMAN		TAG NO. [REDACTED]	INVOICE DATE 12/04/18	[REDACTED]	
[REDACTED] TAMPA, FL [REDACTED]		LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 59,050	COLOR BLACK/	STOCK NO.	
		YEAR / MAKE / MODEL 15/VOLKSWAGEN/GTI/4DR HB DSG SE				DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 3 V W 4 T 7 A U 0 F				SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.				R.O. DATE 12/04/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS					

JOB# 1 CHARGES

LABOR-----
 J# 1 13VWZ WHEELS/TIRES TECH(S):7148 0.00
 CHECK LEFT FRONT WHEEL HUB - LUG NUT WAS STRIPPED OUT
 REFERENCE RO [REDACTED]
 REPAIRED LEFT FRONT WHEEL HUB

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 301D VW SHOP SUPPLY CREDIT TOTAL - MISC -7.00

JOB# 1 TOTALS-----
 MISC -7.00

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL -7.00

JOB# 2 CHARGES

LABOR-----
 J# 2+00VWZ0025 SPARK PLUG REPLACE TECH(S):7148 120.15
 CUSTOMER REQUEST SPARK PLUG REPLACEMENT
 REPLACED SPARK PLUGS

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 4 06K-905-601-D SPARK PLUG 19.95 79.80
 TOTAL - PARTS 79.80

JOB# 2 TOTALS-----
 LABOR 120.15
 PARTS 79.80

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 199.95

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A 301 SHOP SUPPLIES TOTAL - MISC 14.00

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SHOP SUPPLIES/WASTE DISPOSAL FEES

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STATE TIRE & BATTERY FEE

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The Reynolds and Reynolds Company ERM/THIVE CCB14/06 Q (02/17)

KUHN VOLKSWAGEN MAZDA

3900 W. KENNEDY BLVD. TAMPA, FLORIDA 33609
PHONE TAMPA (813) 872-4841

STATE OF FLORIDA
REGISTRATION NUMBER

MV-51969

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
	KENNETH C. HARTMAN	9538	12/24/18
	LABOR RATE	LICENSE NO.	COLOR
			BLACK/
	YEAR / MAKE / MODEL	60,673	STOCK NO.
	15/VOLKSWAGEN/GTI/4DR HB DSG SE		
TAMPA, FL	VEHICLE I.D. NO.		DELIVERY DATE
	3 V W 4 T 7 A U O F M		
	F.T.E. NO.	R.O. NO.	SELLING DEALER NO.
			PRODUCTION DATE
			12/24/18
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

JOB# 1 CHARGES-----			
LABOR-----			
J# 1 14VWZ	ENGINE DIAGNOSIS	TECH(S):9150	280.00
SMOKING ON ACELL //LOW OIL MESSAGE PER CUSTOMER REMOVED OIL PAN AND INSPECTED FOUND METAL IN OIL PAN . METAL WAS FROM A PISTON AND ABOUT A INCH LONG AND 1/4 INCH IN DIAMETER NOTE VEHICLE HAS AFTERMARKET INTAKE AND EXHAUST CUSTOMER DECLINED ESTIMATE -GAVE HIM COPIES REINSTALLED OIL PAN AT CUSTOMER REQUEST			
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----
	1	06K-103-649-J	GASKET
	1	D-174-003-M2	SEALANT
			UNIT PRICE-----
			49.50
			54.73
			TOTAL - PARTS
			104.23
JOB# 1 TOTALS-----			
		LABOR	280.00
		PARTS	104.23
JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 384.23			
JOB# 2 CHARGES-----			
LABOR-----			
J# 2 06VWZ	MIL LIGHT	TECH(S):9150	0.00
CUSTOMER STATES THAT THE MIL LIGHT IS COMING ON EPC LIGHT IS CON NO COMMUNICATION FROM ECM DECLINED			
JOB# 2 TOTALS-----			
JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00			
JOB# 3 CHARGES-----			
LABOR-----			
J# 3+00VWZ	COURTESY INSPECTION	TECH(S):9150	0.00
CUSTOMER REQUEST A COURTESY INSPECTION COMPLETED INSPECTION			
JOB# 3 TOTALS-----			
JOB# 3 JOURNAL PREFIX VWCS JOB# 3 TOTAL 0.00			
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----			
JOB # A	301	SHOP SUPPLIES	26.90
			TOTAL - MISC
			26.90
ESTIMATE-----			
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$500.00 (+TAX)			

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Tampa, FL

Office of Defects
Investigation

TAMPA FL 335
SAINT PETERSBURG FL
DEC 2018 PM 3.1



National Highway Traffic Safety Administration
1200 New Jersey Ave S.E.
Washington, DC 20420

