

01-29-2019

SIR

CL-11166391-6551

FEB 13 2019

I PLACED COMPLAINT NUMBER
11166391 ON A GOLF SPORTS-
WAGEN 2018, VIN → 3VW117AU5JM [REDACTED]
REGARDING A GASOLINE SMELL AFTER
IT WAS WARMED UP AND THEN PARKED
FOR 30" TO AN HOUR. WHEN IT WAS
RESTARTED THE GASOLINE SMELL WAS
PRESENT. I STATED WRONGLY THAT
IT WAS STILL PRESENT AFTER
BEING AT THE DEALERS SEVEN TIMES.

Now I WAS TOLD THAT THE LEAK
WAS FIXED ON THE FIFTH TIME
WHEN THE DEALER REPLACED A
FAULTY "FUEL DISTRIBUTION RAIL"
AND THE CONTINUED ODOR AFTER
THAT WAS PLASTIC IN THE VENT
SYSTEM. WOULD YOU PLEASE CORRECT
MY ERROR.

EA
02/14/2019
AS

Complaint Number: 11166391

Vehicle Identification Number: 3w117au5jm [REDACTED] *VIN*

Your Vehicle's Make Model and Model Year: Volkswagen Golf Sportswagen 2018

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Fuel/Propulsion System

What happened?

Took delivery of vehicle on August 13, 2018, at about 1000 miles noticed a strong smell of gasoline coming from the air vents and engine compartment. This occurs after the vehicle is warmed up, stopped for 45 minutes than restarted The vehicle was manufactured on January 18, 2018. Has been at the dealer seven times, multiple parts replaced but the problem continues.

When did this happen? 10/15/2018

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 0

About how many miles were on your vehicle at the time of the incident? 1000

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: DeForest

State : WISCONSIN

ZIP Code : [REDACTED]

Phone: [REDACTED] **Ext. :**

Alt. Phone:

MAIL
1200 N. Jersey AV
W BUILDING
S.E WASH DC
02590
PROVIDE
OD NUMBER
11166391

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153