

DEC 14 2018

CL-11175430-6821

Friday, December 14, 2018

NHTSA
1200 New Jersey Ave SE
West Building
Washington DC 20590

TO WHOM IT MAY CONCERN:

I am pretty sure your department can't really do anything about the enclosed treatment I received from VW of America regarding a Recall item.

I just had to take this to a higher authority.

VW is denying my claim for reimbursement for the replacement of a defective 20AE-Fuel Pump Control Module in my 2009 VW CC Sport Turbo. They said that the replacement repair did not happen during the recall dates. This is nonsense. Defective parts on a car do not recognize dates. A defective part is a defective part from the getgo otherwise they would not have been put on a Recall Notice.

I am pretty angry over this crap because that's what their reasoning is....CRAP.

I do not appreciate how they insult my intelligence. This defective part almost got me killed. The car stalled out and I was almost hit by another car.

I don't expect your department to do anything about this but you should know how we taxpaying hard working people are treated by these car companies....They're scammers, grifters who will not own their responsibility to their customers. I will never buy another VW ever again in life.

Details enclosed of my communication with VW.

Thanks so much for your time and attention.

Yours truly,

Coconut Creek FL

EA
2.6.19
L10

R2

Wednesday, December 12, 2018

Volkswagen
Customer Care
3800 Hamlin Road
Auburn Hills MI 48326

ATT: Sarah S.

This letter is in response to the letter dated 11/29/18 I received indicating that I would not be reimbursed for the \$901.00 I spent to repair the DEFECTIVE 20AE-Fuel Pump Control Module recall item.

I found your letter to be highly dismissive and insulting. Frankly, I don't give a !@\$ about the dates of the Recall. A DEFECTIVE piece of equipment doesn't recognize dates. A DEFECTIVE piece of equipment was and always was a DEFECTIVE piece of equipment.

I was almost involved in an accident because of this DEFECTIVE part. The car stalled out and was almost hit by another car. You people do not seem to give a !@\$ about the danger these DEFECTIVE parts can cause. This affects the safety of my passengers and myself.

I spent the money to repair this DEFECTIVE part and I fully expect to be reimbursed immediately. My car may have been the impetus for VW to realize that the part was DEFECTIVE and to issue a Recall. Now I just received a notice that the Timing apparatus is on Recall. I have experienced many problems with this car and a lot of expense.

As for the ownership going forward being carefree.....it will be because I got rid of that money pit and bought a LEXUS. You have lost a VW customer and anyone who tells me they're thinking of buying a VW I will tell them of my experience and how much it affects their car insurance as VW parts have to be imported and that raises premiums.

I will be copying the National Highway Traffic Safety Administration as well.

Thanks for not!

Coconut Creek FL



Volkswagen

[Redacted]
[Redacted]
Coconut Creek, FL [Redacted]

Sarah S Name
Customer CARE Advocate Title
Volkswagen Customer CARE Department
(800) 822-8987 Phone
Fax
www.vw.com E-Mail

RE: 2009 Volkswagen CC
Case: [Redacted]
VIN: WVWML73C39 [Redacted]

November 29, 2018 Date

Dear [Redacted],

Volkswagen of America, Inc.
Customer CARE
3800 Hamlin Rd
Auburn Hills, MI 48326
Phone + 1 800 822 8987
Fax + 1 248 754 6504

Thank you for contacting Volkswagen regarding the repairs to your CC. I apologize for the inconvenience you experienced. I understand you are seeking reimbursement under the 20AE- Fuel Pump Control Module Recall, and I appreciate the opportunity to respond.

With a recall release, Volkswagen works with the National Highway Traffic Safety Administration (NHTSA) to set reimbursement guidelines, including the date range within which an owner's costs would qualify for reimbursement and the amount possible for reimbursement. Our obligation as a manufacturer is to review for possible reimbursement within the date range and cost parameters.

In the case of the 20AE Recall, it was released June 28, 2018 and the beginning date for possible reimbursement is July 16, 2016. The beginning date where we can start looking into possible reimbursement for repair costs is affected by many things, but generally speaking is around one year before we as the manufacturer notified NHTSA of our defect decision, or that we were going to release a recall.

The repair order you submitted is dated July 2, 2015. As the fuel pump control module repairs on your CC were completed before the 20AE Recall beginning reimbursement date, they do not qualify for reimbursement. Volkswagen cannot meet your refund request.

I'm sorry I cannot provide a more favorable answer, but I hope your ownership will be carefree moving forward. We care about your safety: to check for open recalls on your vehicle, please visit www.vw.com/owners/recalls. If you have any additional questions or concerns, please don't hesitate to contact Customer CARE at 800-822-8987. You can also visit www.vw.com/contact for other ways to reach us.

Sincerely,

Sarah S
Customer CARE Advocate



Coconut Creek, FL



E

90

