



INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

June 2, 2020

Volkswagon Of America
Attn: Customer Relations
3800 Hamlin Road
Auburn Hills, MI 48236

Re: [REDACTED]
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

We are currently working remotely. Please provide a written response via e-mail within ten business days of receipt. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Susan Luckey

Susan Luckey
Citizen's Advocate
Consumer Protection Bureau
SLuckey@atg.state.il.us
217-782-9243
cc:NHTSA
Enclosure

Ashland, IL

February 25, 2020

Kwame Raoul, Attorney General
500 South Second Street
Springfield, IL 62701

Re: My 2015 VW GTI

Dear Attorney General and Staff,

I have provided documentation that explains the situation (case [REDACTED]) on how I have been financially damaged and left unsafe by VW of America.

In short, my car failed me. I had it repaired by the dealership I thought. It failed again and again and again. I discovered the recall paperwork and submitted it. On February 12, 2020 I received an insincere letter of "apology for my inconvenience" from Ashley S, initial only to hide her identity, from VW of America assuring me of her concerns but unable to reimburse me letter but otherwise hopes I enjoy my VW. Where is the professionalism?

The paperwork fully explains the situation.

I have enclosed copies of items that support my action.

1. December 5, 2019 letter that explains the story from the start.
2. October 1, 2018 R/O [REDACTED] Where the engine light issue was not addressed. Light was turned off ie. Code was cleared. Also included is the sales receipt for \$249.63.
3. November 16, 2018 to January 15, 2019 R/O [REDACTED] when the gas tank with the suction pump was replaced. Also included is the sales receipt for \$1,825.14.
4. IMPORTANT SAFETY RECALL dated November, 2016.
5. IMPORTANT SAFETY RECALL dated March, 2017.
6. Campaign Reimbursement Request Form
7. Ashley S letter from VW of America dated February 3, 2020.

In conclusion, I have NOT been reimbursed and the PROBLEM STILL EXISTS. I am guessing it is a design defect that they have not corrected.

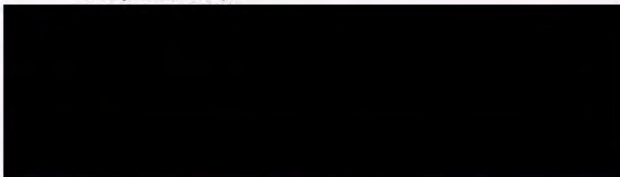
Scary TRUTH is that this defect can cause a fuel leak, "in the presence of an ignition source, may result in a fire" per IMPORTANT SAFETY RECALL dated March 2017.

How can a recall have an expiration date? If the vehicle is unsafe in 2017 it is unsafe until the flaw is corrected.

One last thing. Just 20 days ago I made the 60th and last payment on my car. It was a struggle living check to check. I'm a retired teacher doing my best to enjoy my retirement on a pension.

Only you can help me.

Respectfully,



[REDACTED]
Ashland, IL
[REDACTED]

December 5, 2019

Volkswagen of America, Inc.
P.O.Box 217022
Auburn Hills, MI 48321-7022

I am writing this summary of my VW GTI (3VWYT7AU7FM [REDACTED]) engine light repair to claim reimbursement for my repair costs.

First, on September 27, 2018 the engine light turned on the GTI which was one day before a road trip for which I borrowed a car to travel. Local dealership, Green VW, 3901 Wabash Ave., Springfield, Illinois 62711, (217-698-3100) could not schedule the repair until October 1, 2018. The shop replaced the spark plugs, removed the CODE and added a can of injector cleaner for a cost of \$249.63.

On October 18, 2018 I returned to Green VW after the engine light flipped on after filling the tank. The Tech verified my concern and thinks that the car sucked up too many gas vapors causing the engine light and states the car is running good at this time. They turned off the light and there was no charge.

At the next fill up the engine light turned on again. Called Green VW to schedule a repair. They were unable to schedule me. I was very uncomfortable driving the car so didn't. When family visited on Thanksgiving, November 23, 2018 they assisted me in driving and leaving my GTI at Green VW until they are able to evaluate and make the repair.

Finally, on January 15, 2019 repair was made at a cost of \$1,825.14 after being parked at Green VW for 53 days.

More recently November 12, 2019 upon returning from church or approximately 45 miles after a fill up the engine light turned on again. After driving another 80 miles or so the light turned off. I have added gas since but I have not filled the tank. I add about 4 gallons and fill less than $\frac{3}{4}$ full and the light has stayed off. In all gas ups I have used 91-93 octane fuel from a relatively newly constructed gas station.

Only after this November 12, 2019 engine light incident did I look into my VW file for the receipt from Green VW to determine the repair guarantee and found the three documents regarding this IMPORTANT SAFETY RECALL.

This overview will be submitted with receipts and my application to request my reimbursement of \$2,074.77.

I also question if this will be an ongoing or unfixable issue on my GTI?

Thanks,
[REDACTED]

IMPORTANT SAFETY RECALL



Das Auto.

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

November 2016

ASHLAND, IL

This notice applies to your vehicle: 3VWYT7AU7FM

NHTSA: 16V647

IMPORTANT!

Information about Safety Recall 20Y6 – Suction Pump

Your vehicle is affected by the safety recall described in this letter; however, due to limited parts supply, your dealer may not be able to perform the recall work for you at this time. In the interim, if you have any concerns about driving your vehicle, or if you smell fuel in the vehicle, make an appointment with your authorized Volkswagen dealer to have the vehicle inspected/repaired without delay.

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2015-2016 model year Volkswagen Golf, GTI & Golf SportWagen vehicles. Our records show you are the owner of a vehicle affected by this recall.

Recall Description: On certain vehicles, the suction pump inside the fuel tank designed to purge fuel from the evaporative emissions (EVAP) system may have been damaged during assembly. This could cause fuel to flow directly into the EVAP system which could, over time, accumulate and cause a leak through the charcoal canister filter element. Leaking fuel, in the presence of an ignition source, could lead to a fire causing injury and/or damage to property.

Precautions You Should Take: If you smell fuel in the vehicle, make an appointment with your authorized Volkswagen dealer to have the vehicle inspected without delay.

Additionally, you may experience refueling issues (early stopping of the fuel nozzle and fuel spillback) when fuel accumulates in the EVAP system. If this happens, immediately contact the nearest authorized Volkswagen dealer to have the vehicle inspected.

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the *Look Up Recalls* link at www.vw.com and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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.

20Y6 USA_INTERIM

IMPORTANT SAFETY RECALL

If you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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.

20Y6 USA_INTERIM

00038423

IMPORTANT SAFETY RECALL

**Lease vehicles and
address changes**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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.

**Reimbursement of
Expenses**

If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.

**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 1 800-893-5298. Our phone team is available Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST.

**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 click on the **Look Up Recalls** link at www.vw.com and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

VOLKSWAGEN OF AMERICA, INC.
P.O. BOX 217022
AUBURN HILLS, MI 48321-7022

Received
031117



Campaign Reimbursement Request Form

If you have incurred out-of-pocket expenses directly related to a campaign repair and would like to request reimbursement:

- Please provide legible copies of receipts, invoices and/or repair orders and keep the originals for your records. Documents will not be returned.
Documentation must include:
 - The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the repaired vehicle.
 - A description of the problem and what repair was done, and the name, address and phone number of the repair facility that performed the work.
 - Proof of payment for the repair and date payment was made (cancelled check, bank statement, etc.).
- Please mail this form and required documentation to: **VOLKSWAGEN OF AMERICA, INC.**
Attn: Campaign Reimbursement
3800 Hamlin Road, Auburn Hills, MI 48326

Please note:

- Your claim will be acted upon within 60 days of receipt. If your claim is approved, you will receive a check from Volkswagen. Reimbursement may be limited to the amount the repair would cost if it had been completed by an authorized Volkswagen dealer.
- If your claim is incomplete we will contact you and offer you the opportunity to provide additional documentation to support your claim.
- If your claim is denied we will contact you with the reason(s) for denial.

Statements made in support of this reimbursement request are true and the accompanying documents are true and correct. Expense(s) incurred.

--20Y6 H0-----Campaign Code(s)

***US**2104077A117FM

Customer's Signature

Preferred Phone

Email Address

Questions? Please call 1-866-VWOA USA (1-866-896-2872)

ADDRESS CHANGED? NO LONGER HAVE THIS VEHICLE?
PLEASE LET US KNOW.

--20Y6 H0-----Campaign Code(s)

***US**2104077A117FM

ASHLAND, IL

Sold, new owner unknown/turned in at lease end

This vehicle was:

Totaled/Scrapped

Exported

Stolen

Address change (update below)

The new owner of the vehicle is:

First Name

Last Name

Address

Apt. #

City

State

Zip

**REMOVE
BEFORE
MAILING**



Das Auto. Audi
Field, IL 62711
'7) 953-4316

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

10 /

Work Phone

Home Phone

Model

Body

WAGEN

GOLF GTI

DESCRIPTION OF SERVICE AND PARTS

19TOZBDIAG: BASIC DIAG-

CUSTOMER STATES:DIAG CYLINDER 2 MISFIRE

Caused by

TECH RECOMMENDS CHANGING OUT ALL 4 SPARK PLUGS

Tech: Vincent Lounsberry (651)

Installed 06K905601D :SPARK PLUG

Installed G 001780M3 :ADDITIVE

TECH REPLACED ALL 4 SPARK PLUGS AND CLEARED THE
DE. TECH ALSO RAN THROUGH A CAN OF INJECTOR CLE
R

Sub Total: 242.82

#3 - 50AUZINSPE: 25 POINT SAFETY INSP

COMPLETE QUALITY VEHICLE INSPECTION

Sub Total: .00

Please Note: CREATED 2018-09-28 09:29:00AM TAKEN B
ST

* Thank you for doing business with us!

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by the unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control that an express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle. IF THE BALANCE DUE FOR REPAIRS AUTHORIZED IS NOT PAID WITHIN (30) DAYS, I AGREE TO PAY ALL COST OF COLLECTION OF THE DEBT, INCLUDING REASONABLE ATTORNEYS FEES, AND INTEREST AT THE RATE OF 18% PER ANNUM ON ANY OUTSTANDING BALANCE DUE FOR SAID REPAIRS. I HEREBY AGREE THAT IF ANY DISPUTE SHALL OCCUR (OTHER THAN FOR THE COLLECTION OF THE DEBT FOR SAID REPAIRS) SHALL BE BINDING ARBITRATION BY A MUTUALLY AGREED UPON SOLE ARBITRATOR WHOM SHALL BE RESPONSIBLE FOR ONE HALF OF SAID ARBITRATOR'S EXPENSES AND ALL PARTIES HERETO WAIVE THEIR OWN ATTORNEYS FEES AND EXPENSES INCURRED IN SAID ARBITRATION. IF BOTH PARTIES CANNOT MUTUALLY AGREE UPON AN ARBITRATOR, EITHER PARTY CAN PETITION THE CIRCUIT COURT (AT THE PETITIONER'S SOLE EXPENSE) TO APPOINT AN ARBITRATOR.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MA
SALES TAX OR
SPECIAL ORDE
DISCOUNTS
TOTAL DUE



Volkswagen

Ashland, IL

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

RE: 2015 Volkswagen GTI
Case: [REDACTED]
VIN: 3VWYT7AU7FM [REDACTED]

February 3, 2020 Date

Dear Ms. [REDACTED]

Thank you for contacting us regarding the repairs to your GTI. I apologize for the inconvenience you experienced, and I hope you have otherwise enjoyed your Volkswagen ownership. I understand you are looking for reimbursement under the 20Y6 Suction Pump recall campaign. I appreciate the opportunity to respond.

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

Please be assured your concerns have been documented under the above reference number. I have looked into your request for reimbursement under the Suction Pump Recall. Our records indicate this recall was performed on April 7, 2017, and this campaign is now closed. I understand you have since had an additional repair; however, I am unable to reimburse you. I am sorry, as I know that this decision does not meet your expectations.

As a member of the Volkswagen family, your concerns are important to us. 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 again at 800-822-8987. You can also visit www.vw.com/contact for other ways to reach us.

Sincerely,

Ashley S.

Customer CARE Advocate