

11/01/20 '20 10:43AM

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

[REDACTED]
Ashland, IL [REDACTED]
[REDACTED]

October 30, 2020

re: Ref. No. 11349481

Randy Reid, Chief

Correspondence Research Division

Office of Defects Investigation-Enforcement

1200 New Jersey Avenue SE

Washington, DC 20590

Dear Randy Reid,

I need to clarify a few items regarding the engine light disfunction and recall on my VW GTI 2015.

First, I have enclosed copies of the recall notices for my GTI. No closing date is indicated on either document.

Second, according to your letter VW was to "remedy the defect or noncompliance without charge, one time." On 10/1/2018 I paid \$249.63 and then on 1/15/2019 I paid \$1,825.14 for a total of \$2,074.77 in an effort to fix the defect which is hardly "no charge."

Third, "no evidence of reports indicating that Volkswagen's Corrective action is inadequate or does not work...NHTSA cannot guarantee that a dealer will successfully perform a recall remedy" is a scary statement. So; either I still have a defective part or the correction was not successfully completed. Either way it could be a safety issue for me.

Lastly, the problem still exists so I never fill my tank. I estimate the gallons needed to fill tank three quarters full to avoid the engine light.

Please consider this clarification and respond.

[REDACTED]

cc: Susan Luckey, Citizen's Advocate, State of Illinois, Attorney General, Consumer Protection Division,
500 S. Second St., Springfield, IL 62701

cc: Green VW of Springfield, 3881 W. Wabash Ave., Springfield, IL 62711

cc: Federal Trade Commission, CRC-240, Washington, DC 20580

IMPORTANT SAFETY RECALL



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

March 2017

██████████
ASHLAND, IL ██████████

This notice applies to your vehicle: 3VWYT7AU7FM ██████████

NHTSA: 16V647

Subject: Safety Recall 20Y6 – Suction Pump
Certain 2015-2016 Model Year Volkswagen Golf, GTI & Golf SportWagen Vehicles

Dear Volkswagen Owner,

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 that you are the owner of a vehicle affected by this action.

What is the issue? 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, may result in a fire.

What will we do? To help correct this defect, your authorized Volkswagen dealer will replace the suction pump inside the fuel tank. This work will take less than two hours to complete and will be performed for you free of charge.

What should you do? Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. For your convenience, you can also visit www.vw.com and click on the "Owners" link to locate a dealer near you and schedule this service online.

Precautions you should take If you smell fuel in the vehicle, immediately contact the nearest authorized Volkswagen dealer to have the vehicle inspected.

- 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.

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

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

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20V6 USA_INTERIM

ASHLAND, IL

SPRINGFIELD IL 627

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