

AUG13 '21 8:01AM

CRD NEF 109 MAIL

August 2, 2021

CL-11428963-5462

The Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE

Washington D.C. 20590

Re: Volkswagen Safety Recall 34J6- Mechatronic Accumulator Housing

VIN number: 3VW637AJ9DM [REDACTED]

Dear Sir or Madam:

This is to provide you an update following my letter of July 24 regarding my dispute with Volkswagen USA pursuant to the Mechatronic Accumulator Housing recall.

As you recall, Volkswagen has requested a payment of \$9474.21 to replace a transmission on my 2013 Volkswagen Jetta Hybrid, which had been towed to the service center as it would not get out of park in my garage. The inability to get a car out of park is one of the outcomes of a faulty Mechatronic Accumulator Housing.

Ourisman Volkswagen of Bethesda provided me with invoices of recent work on the car:

July 2, 2021: car towed to Ourisman Volkswagen of Bethesda as it could not get out of park: mileage 43,399 miles

November 4, 2020: software update on mechatronic unit software (invoice [REDACTED]): mileage 43,392 miles

December 20, 2018: transmission replacement; mileage 41,128 miles.

To date, Volkswagen USA has not been able to explain:

(i) whether the mechatronic unit software update was properly installed, as Volkswagen claims that the car needs a new transmission; when the car was mostly idle due to the pandemic, and only driven 7 miles since the installation of the Mechatronic unit software update 7 months ago; a faulty mechatronic accumulator housing can result in the car being stuck in park

(ii) why a new transmission would be needed, when it had already been replaced in December 2018 (and not November 2019 as I originally reported in my July 24th letter); the car has only been driven 2258 miles since the replacement of the transmission.

(iii) as the VW Jetta Hybrid has been discontinued, whether this type of vehicle has a history of recurring transmission problems.

Since July 7, I have been unable to reach the regional manager who is in charge of my file, and Volkswagen America has been unwilling or unable to answer these simple questions.

Your kind attention and advice on how to resolve this issue would be greatly appreciated.

Sincerely yours,

A large black rectangular redaction box covering the signature and name of the sender.

Bethesda MD

Tel:

cc. Product Compliance – 3 C00

Volkswagen of America Inc. Auburn Hills, MI

Bethesda, MD

CAPITAL DISTRICT 208

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National Highway Safety Administration
1200 New Jersey Ave SE
WASHINGTON DC 20590

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