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**From:** [REDACTED]  
**To:** [EVOO \(NHTSA\)](#); [REDACTED]  
**Cc:** [NHTSA ODI CRD](#); [REDACTED]  
**Subject:** ODI-11439088  
**Date:** Thursday, December 9, 2021 1:28:26 PM  
**Attachments:** [REDACTED]

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[REDACTED]  
Subject: Referral Packet for [REDACTED]  
To: [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)

Hello

Please see attached

Thank you

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[REDACTED]  
[REDACTED]  
[REDACTED]  
ASRC Federal Holding Company  
Quality Control Analyst

[REDACTED]  
7000 Muirkirk Meadows Drive, Beltsville, MD 20705

[REDACTED] Purpose Driven. Enduring Commitment.

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**PHILIP D. MURPHY**  
Governor

**SHEILA Y. OLIVER**  
Lt. Governor

## *New Jersey Office of the Attorney General*

Division of Consumer Affairs  
Consumer Service Center – Complaint Review Unit  
124 Halsey Street, 3<sup>rd</sup> Floor, Newark, NJ 07102  
December 8, 2021



**ANDREW J. BRUCK**  
Acting Attorney General

**SEAN P. NEAFSEY**  
Acting Director

**National Highway Traffic Safety Administration US Dept of Transportation**  
**1200 New Jersey Ave SE**  
**Washington, DC 20590**

**Mailing Address:**  
P.O. Box 45025  
Newark, NJ 07101  
(973) 504-6200

Re: [REDACTED]  
File Number: [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

*Kevin Noland*

Kevin Noland  
Supervising Investigator  
Consumer Service Center

KN/



**PHILIP D. MURPHY**  
Governor

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Lt. Governor

## *New Jersey Office of the Attorney General*

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Consumer Service Center – Complaint Review Unit  
124 Halsey Street, 3<sup>rd</sup> Floor, Newark, NJ 07102



**ANDREW J. BRUCK**  
Acting Attorney General

**SEAN P. NEAFSEY**  
Acting Director

Date Reviewed: 12/8/2021

Log # [REDACTED]

Referred. To National Highway Traffic Safety  
Administration US Dept of Transportation  
Complaint Status: Open - In Review

**Mailing Address:**  
P.O. Box 45025  
Newark, NJ 07101  
(973) 504-6200

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Consumer:

[REDACTED]  
Summit NJ [REDACTED]  
[REDACTED]

Subject: **VOLKSWAGEN OF  
AMERICA**

### Consumer Comments

My 2013 VW Jetta hybrid has a NHTSA safety recall, number 19V866. My local VW dealer refuses to fix it unless I first pay to fix a different fault, which the dealer says is company policy. Furthermore, VW says that to fix it they must replace the entire transmission (even though there is nothing wrong with the transmission itself), as they do not repair them, and that the cost to me will be \$8858 plus tax. This other fault has the On Board Diagnostic code P177B, which might be fixable by replacing a part (external to the transmission) for as little as \$20 with a used part. But it is also possible that P177B need never be fixed, as the fault is estimated to affect only about 1% of the cars that show this fault code. VW says this expensive repair is company policy, even though I think it may be illegal to refuse to fix the NHTSA safety recall. VW does not allow their technically knowledgeable staff to talk to the public (like me). And the service manager at my local dealer is afraid to authorize his servicemen to fix the recall without me first replacing the transmission. What do I want? I just want my local dealer to fix the NHTSA safety recall, and to do it soon at no cost to me, so that my car can run safely. My car has been driven less than 38,000 miles and potentially has a long life ahead.