

## OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOO \(NHTSA\)](#)  
**Subject:** FW: Updated Follow up to ODI Complaint -----11472767  
**Date:** Tuesday, December 20, 2022 3:03:52 PM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, December 20, 2022 2:13 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Fwd: Updated Follow up to ODI Complaint -----11472767

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Additional information, I reached out to Audi USA/Volkswagen to refund the expense of replacing the fuel tank and here's their response. See attached.

Regards,

[REDACTED]

----- Forwarded message -----

**From:** [REDACTED]  
**Date:** Fri, Nov 18, 2022 at 10:03 AM  
**Subject:** Updated Follow up to ODI Complaint -----11472767  
**To:** <[dataquality@dot.gov](mailto:dataquality@dot.gov)>

Please see the attached update to the ODI Complaint. I really appreciate your investigating this issue as it could possibly save lives.

Thanks!



# VOLKSWAGEN

GROUP OF AMERICA

Ross and Matthews  
Attention: Megan Price  
3650 Lovell Avenue  
Fort Worth, TX 76107

Kimberly Landry Name  
Specialist Title  
Customer Resolution & Retention Department  
(844) 862-8942 ext. 43281 Phone  
(248) 754-6273 Fax  
kimberly.landry@vw.com E-Mail

RE: 2017 Audi A3

Case: [REDACTED]

Owner: [REDACTED]

VIN: WAUAUGFF5H [REDACTED]

November 10, 2022 Date

Volkswagen Group of America  
3800 Hamlin Rd.  
Auburn Hills, MI 48326  
Telephone 844 862 8942  
Fax +1 248 754 6504

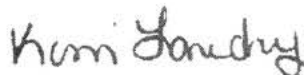
Dear Megan Price:

This will acknowledge receipt and response to your correspondence dated October 18, 2022 regarding your client's vehicle. We sincerely apologize for any service-related difficulties your client may have experienced with the vehicle.

We have thoroughly reviewed the service history of your client's vehicle. Volkswagen Group of America (VWGoA), Inc., has determined that the history does not merit a settlement offer.

VWGoA will continue to work within the terms of any applicable warranties to address any verifiable concerns. If your client is still experiencing concerns with this vehicle, please contact an authorized Volkswagen or Audi dealership to schedule a service appointment.

Sincerely,



Kimberly Landry  
Customer Resolution & Retention