

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

From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI- 11574152.
Date: Wednesday, April 17, 2024 1:39:48 PM
Attachments: [REDACTED]

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.

From: [REDACTED]
Sent: Sunday, April 14, 2024 11:27 AM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - Your tracking number assigned by NHTSA for this issue is 11574152.

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.

Hi

attached is the invoice for my repair

thanks !

[REDACTED]

Thank you

Ann-Marie Ambrose
Quality Analyst
ASRC Federal Holding Company

aambrose@asrcfederal.com

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

asrcfederal.com | Purpose Driven. Enduring Commitment.

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.

[REDACTED]
Northville, MI [REDACTED]
[REDACTED]

August 21, 2023

Mr. Pablo Di Si

President & CEO, Volkswagen Group of America; CEO of Volkswagen Brand North American Region

Volkswagen Group of America, Inc.

7351 Volkswagen Dr,

Chattanooga, TN 37416

Subject: Reimbursement Request for Defective Leak Detection Pump and Gas Tank Replacement - 2018 Volkswagen Jetta

Dear Mr. Di Si

I am writing to bring to your attention a disturbing experience I had with my 2018 Volkswagen Jetta, and I am kindly requesting assistance with a reimbursement for the expenses incurred due to a defective leak detection pump and defective gas tank.

In April 2023, When filling up gas at the pump, the gas nozzle would stop after every few dollars. The fuel gauge inside the car correctly read the fuel level. However, at the pump, I needed to keep squeezing the handle for the tank to fill up. It took about 10-15 minutes of the "stop and start" to fill up my 2018 Jetta's gas tank. Promptly, I took my vehicle to a certified local mechanic for a comprehensive diagnostic assessment. The mechanic followed a recent VW repair bulletin and removed and replaced the leak detection pump. The total cost of this unexpected repair was \$527.46.

In July 2023 - I asked my spouse (the Jetta is her daily driving car) how was the car "filling-up" - her response was nothing had really changed - in fact it may be getting worse. Since

January 2023 – the [REDACTED] was in crises mode as we took my mother for her weekly chemo therapy and then daily radiation appointments – sadly she passed away July 25, 2023.

On July 7, 2023 the 2018 Jetta would not accept gas into the tank. I could not put gas into the tank!

After thorough examination, it was determined that the fuel tank had a significant defect that was causing these issues.

Considering the safety implications and the immediate need to address this matter, I authorized the replacement of the gas tank at my local mechanic's shop. The total cost of this unexpected repair was \$4061.26. Enclosed with this letter are copies of the repair invoice and relevant documentation that validate the aforementioned repair and associated expenses.

As a loyal Volkswagen customer, I have always held the brand's commitment to quality and customer satisfaction in high regard. Therefore, I was quite disappointed to experience such a significant issue with my 2018 Jetta's leak detection pump and gas tank, especially given that the vehicle was well within a reasonable time period and had been properly maintained according to the manufacturer's recommendations.

I kindly request that you review my case and consider reimbursing me for the expenses I incurred due to the defective leak detection pump and gas tank replacement for a total of \$4,588.72. I have attached all the necessary documentation to support my claim, and I am more than willing to provide any additional information that may be required to expedite the resolution process.

I value the relationship I have with Volkswagen and hope that this matter can be resolved amicably. Your prompt attention to this issue would be greatly appreciated. Please feel free to contact me at [REDACTED] or [REDACTED] if you require any further information or clarification regarding this matter.

Thank you for your time and consideration. I look forward to your prompt response.

Sincerely,

[REDACTED]



Hal's Auto Clinic Northville

43291 W. Seven Mile Rd.
Northville, MI 48167
248-449-5182
Brandon@halsautoclinicnorthville.com

Invoice # [REDACTED]

Page 1 of 4
07/27/2023

[REDACTED]
Northville, MI
[REDACTED]

2019 Volkswagen Jetta
3VWC57BU7KM [REDACTED]
Engine: 1.4L L4 (DJXA)
Turbocharged GAS FI
Plate [REDACTED]
Odometer In: 68578
Odometer Out: 68578

Advisor: Brandon Ignash
Technician: Mike Derry

GRAND TOTAL: \$3,572.26

✓ PAID

SERVICES

1 Multipoint Courtesy Inspection **SUBTOTAL: \$0.00**

LABOR
Perform multipoint inspection

Labor: \$0.00
Parts: \$0.00
Fees: \$0.00
Sublet: \$0.00

2 Courtesy Post-Repair Quality Check **SUBTOTAL: \$0.00**

Labor: \$0.00
Parts: \$0.00
Fees: \$0.00
Sublet: \$0.00

3 Full Synthetic Oil Service w/Tire Rotation **SUBTOTAL: \$61.06**

LABOR
Check Oil Level, Drain Engine Oil, Replace Oil Filter, Refill Engine Oil And Lubricate Chassis (If Applicable).
Tire Rotation

Labor: \$10.01
Parts: \$49.90
Fees: \$1.15
Sublet: \$0.00

PARTS	QTY	EACH	TOTAL
0w-20 Full Syn Oil	4.2	\$9.99	\$41.96
Oil Filter	1.0	\$7.94	\$7.94

HAZMATS & FEES	QTY	FEE	TOTAL
Disposal	1.0	\$1.15	\$1.15

4 Evaporative Emissions System Diagnostic **SUBTOTAL: \$167.68** ✓

LABOR
Hoist Inspection Of Vehicle, Actuate All Purge & Hold Solenoids With The Scan Tool, Perform System Test. If Evaporative Emissions System Found To Not Hold Pressure Or Vacuum Locate Service Port And Fill With Low Pressure Smoke To Locate Source Of Leak And Advsie Of Repairs Needed. After Repairs Performed Force Test Evaporative Emissions System & Verify Proper Operation

Labor: \$154.73
Parts: \$0.00
Fees: \$12.95
Sublet: \$0.00

HAZMATS & FEES	QTY	FEE	TOTAL
Information Technology IT	1.0	\$12.95	\$12.95



Hal's Auto Clinic Northville
 43291 W. Seven Mile Rd.
 Northville, MI 48167
 248-449-5182
 Brandon@halsautoclinicnorthville.com

Invoice # [REDACTED]
 Page 2 of 4
 07/27/2023

5	Gas			SUBTOTAL: \$12.00
	SUBLETS		TOTAL	Labor: \$0.00
	Gas		\$2.00	Parts: \$0.00
	Gas		\$10.00	Fees: \$0.00
				Sublet: \$12.00

6	Remove & Replace Fuel Tank			SUBTOTAL: \$3,591.34 ✓
	LABOR			Labor: \$634.39
	Remove & Replace Fuel Tank			Parts: \$2,956.95
				Fees: \$0.00
				Sublet: \$0.00
	PARTS	QTY	EACH	TOTAL
	Fuel Tank	1.0	\$2,956.95	\$2,956.95

Terms of Service:

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU. CERTIFICATION- ALL REPAIRS AND PARTS WERE FURNISHED IN COMPLIANCE WITH MICHIGAN REPAIR ACT (P.A. 300)

COMPANY AUTHORIZED REP, [REDACTED], MICHIGAN REPAIR

FACILITY REGISTRATION NUMBER F170710. I hereby authorize the above repair work to be done along with all necessary materials. You and your employees may operate the above vehicle for the purposes of testing, inspection, or delivery at my risk. An express mechanic's lien is acknowledged on the above vehicle to secure the number of repairs thereto. The shop will not be held responsible for loss or damage to the vehicle or articles left in a vehicle in case of fire, theft, accident, or any other cause beyond your control. In the event legal action is necessary to enforce this contract, I understand that I am solely responsible for all costs including attorney's fees and court costs. I have read the above and acknowledge receipt of an estimate. All parts are new unless otherwise stated.

Warranty: From the date of delivery for a period of 36 months or 36,000 miles, whichever comes first, this firm will repair free of charge any defects in material and workmanship to the repairs stated on the invoice, excluding wearable parts/materials such as brake pads, clutches, flywheels, rotors and similar unless determined by this firm to be manufacture defect. All work is to be done in our shop only if within 25 miles. If outside 25 miles, please call 1-877-230-0369 to start a claim. This does not include towing charges or customer-supplied parts. A storage fee of \$35.00/day will be charged 24 hours after notification that work is complete. Neglect/abuse of the vehicle will immediately void any and all warranties.

[REDACTED]

Authorization:

GRAND TOTAL: \$3,572.26

Total Labor: \$799.13
 Labor Discount: (\$244.50)
 Total Parts: \$3,006.85
 Part Discount: (\$244.50)
 Total Fees: \$14.10
 Total Sublets: \$12.00
 Shop Supplies: \$59.85
 Sales Tax: \$169.33

✓ PAID

07/27/2023 10:13 AM
 Paid by Online Credit Card Payment: **\$3,572.26**

[REDACTED] (XXX-XXX-XXXX-XXXX)
 Transaction ID: [REDACTED]

Tracking Number:

[Copy](#) [Add to Informed Delivery](#)

Latest Update

Your item has been delivered to an agent for final delivery in CHATTANOOGA, TN 37416 on August 28, 2023 at 11:26 am.

Get More Out of USPS Tracking:

USPS Tracking Plus®

Delivered to Agent

Delivered to Agent for Final Delivery

CHATTANOOGA, TN 37416

August 28, 2023, 11:26 am

[See All Tracking History](#)

[What Do USPS Tracking Statuses Mean?](#)

[Text & Email Updates](#)