

December 3, 2001
010785030



Customer Relations
Mail Code 3801
3800 Franklin Road
Auburn Hills, MI 48326
Tel. (800) 822-8987

[REDACTED]
SMITHVILLE NJ [REDACTED]

RE: 2001 Volkswagen Passat
VIN: WVWLH [REDACTED]

Dear [REDACTED]

Thank you for your recent letter regarding the gasoline leak detected after you had the vehicle serviced for a campaign issue. As we have been unable to reach you by telephone, please accept our written reply.

Volkswagen has contacted the Atlantic Dealership, to review your concerns. They have stated that the vehicle was there on November 6th, and they do not have a record of any other visit.

The information that you provided, in your recent letter, would be considered a workmanship issue. We would advise you to contact the dealership again, to address this issue, as they do not seem to have any of this information.

Thank you [REDACTED] for taking the time to write to Volkswagen. We appreciate your providing us with an opportunity to respond to your concern.

Sincerely,


Bruce E. Mattice
Customer Advocate

(Handwritten signature)

