



Texas Department of Motor Vehicles

# LEMON LAW COMPLAINT FORM

LLC

RECEIVED  
APR 22 2015  
TEXAS DEPARTMENT OF MOTOR VEHICLES  
MOTOR VEHICLE DIVISION

**Instructions:**

Forms submitted incomplete and/or without the attachments listed below may cause a delay that could result in your complaint being rejected due to untimely filing.

Return this form with the following attachments:

- 1) Purchase order or sales contract.
- 2) Repair order(s).
- 3) Copy of written notice to manufacturer, converter and/or distributor.
- 4) Extended service contract, if applicable.
- 5) Lease agreement, if applicable.
- 6) Other relevant information.

If you are seeking repurchase or replacement of your vehicle, along with the attachments you must include a \$35 filing fee. You can submit the fee by check or money order payable to the Texas Department of Motor Vehicles. Do not mail cash. Send to:

Texas Department of Motor Vehicles, PO Box 13044, Austin, TX 78711-3044.

If you are seeking repairs only, send this form and the requested attachments to:

Texas Department of Motor Vehicles, 4000 Jackson Ave., Austin, TX 78731.

OWNER: CHRISTOPHER IRVINE

MAILING ADDRESS: 11122 CANDLELIGHT LANE

CITY: DALLAS STATE: TX ZIP: 75229

WORK PHONE: 214-274-8724 HOME PHONE: 214-274-8724 FAX: \_\_\_\_\_

E-MAIL ADDRESS: 552.137

CHECK ALL THAT APPLY:  NEW  USED  DEMO  PROGRAM  LEASE  CONVERSION

YEAR: 2014 MFG/MAKE: VOLKSWAGEN MODEL: GTI

VIN: 552.130 DATE PURCHASED: JUNE 24, 2014

MILEAGE\*: CURRENT 12,746 AT DELIVERY: 63 DATE 24,000 MILES REACHED: \_\_\_\_\_

\*Not applicable to Towable Recreational Vehicles

CONVERSION CO: \_\_\_\_\_ **006766 \*APR 21 15**

LEASE CO: \_\_\_\_\_

SELLING DEALER: RANDALL REED VW of MCKINNEY TEXAS CITY: MCKINNEY

SERVICING DEALERS 1) AUTONATION VW PARK CITIES CITY: DALLAS

2) \_\_\_\_\_ CITY: \_\_\_\_\_

3) \_\_\_\_\_ CITY: \_\_\_\_\_

DEALER ADDED OPTIONS: WINDOW TINT

WHAT REMEDY ARE YOU SEEKING?:  REPURCHASE/REPLACEMENT or  REPAIRS

LL \$35 ✓

AK#106

## EXISTING PROBLEMS LOG

You **MUST** complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is **NOT** a substitute for completion. You may make copies of this page to address additional concerns.

<b>Description of <i>one</i> problem that CONTINUES TO EXIST:</b> Front axle continues to make grinding noises even after it has been replaced and lubricated on multiple visits.	<b>Repair Visits</b>	<b>Date In</b>	<b>Date Out</b>	<b>Mileage</b>
	1st visit	07/19/2014	07/31/2014	1,207
	2nd visit	02/19/2015	02/19/2016	10,670
	3rd visit			
	4th visit			
<b>Description of <i>one</i> problem that CONTINUES TO EXIST:</b> The same axle that has been repaired (front) has had four tires fail. All tire failures have been on the sidewall and not due to punctures or other issues. One tire failed while driving without triggering low tire pressure warning from sensor system.	<b>Repair Visits</b>	<b>Date In</b>	<b>Date Out</b>	<b>Mileage</b>
	1st visit	10/14/2014	10/14/2014	4,606
	2nd visit	11/03/2014	11/03/2014	5,528
	3rd visit	04/04/2015	04/06/2015	12,406
	4th visit	04/06/2015	04/07/2015	12,406
<b>Description of <i>one</i> problem that CONTINUES TO EXIST:</b> Several other major components/systems have failed concurrently with the other issues. Specifically: -Media cable failed at 1,207 -Water pump failed at 5,316 -Electrical system shorted at 10,213 -Light cover broken at 10,213	<b>Repair Visits</b>	<b>Date In</b>	<b>Date Out</b>	<b>Mileage</b>
	1st visit	07/19/2014	07/31/2014	1,207
	2nd visit	10/27/2014	10/29/2014	5,316
	3rd visit	02/09/2015	02/09/2015	10,213
	4th visit	02/09/2015	02/09/2015	10,213
<b>Description of <i>one</i> problem that CONTINUES TO EXIST:</b>	<b>Repair Visits</b>	<b>Date In</b>	<b>Date Out</b>	<b>Mileage</b>
	1st visit			
	2nd visit			
	3rd visit			
	4th visit			
<b>Description of <i>one</i> problem that CONTINUES TO EXIST:</b>	<b>Repair Visits</b>	<b>Date In</b>	<b>Date Out</b>	<b>Mileage</b>
	1st visit			
	2nd visit			
	3rd visit			
	4th visit			

YES    NO

The manufacturer, converter or distributor of the vehicle (**NOT THE DEALER**) was given **written notice** of the problem(s), on March 1st, **2015**.

IF YOU ANSWERED NO, PLEASE SEND A LETTER TO THE MANUFACTURER, CONVERTER OR DISTRIBUTOR AS SOON AS POSSIBLE (CERTIFIED MAIL/RETURN RECEIPT IS SUGGESTED) AND INCLUDE A COPY OF THE LETTER WITH THIS COMPLAINT FORM.

YES    NO

The vehicle has been inspected by a factory representative. If you answered yes, please provide the inspection date, location, personnel involved, and outcome. Use a separate sheet if needed.

DATE: \_\_\_\_\_ LOCATION: \_\_\_\_\_

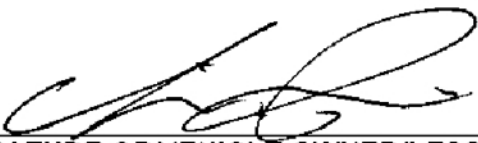
BY WHOM: \_\_\_\_\_

OUTCOME: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**I UNDERSTAND THAT THE INFORMATION I AM SUBMITTING MAY BE SHARED WITH THE OTHER INTERESTED PARTIES TO MY COMPLAINT IN ORDER TO RESOLVE THIS MATTER.**

**I HEREBY CERTIFY, UNDER PENALTY OF PERJURY, THAT ALL STATEMENTS IN THIS COMPLAINT ARE TRUE AND CORRECT.**



\_\_\_\_\_  
SIGNATURE OF VEHICLE OWNER/LESSEE

April 16, 2015  
DATE:

The Texas Department of Motor Vehicles maintains the information collected through this form. With few exceptions, you are entitled on request to be informed about the information that we collect about you. Under Section 552.001 and 552.023 of the Government Code, you also are entitled to receive and review this information. Under Section 559.004 of the Government Code, you are also entitled to have us correct information about you that is incorrect.

Christopher R. Irvine  
11122 Candlelight Ln.  
Dallas, TX 75229  
(C) 214-274-8724  
March 1, 2015

Volkswagen Group of America, Inc.  
Customer CARE  
3800 Hamlin Road  
Auburn Hills, MI 48326

**TO WHOM IT MAY CONCERN:**

I am writing to notify you of the problems I am experiencing with my 2014 GTI (VIN# 552.130). I have brought these concerns up on numerous occasions with the service center that the car has been repaired at as well as with the customer care team (Case #'s 140797706 and 815001656). Sadly, the Customer Care/Service teams have not satisfied my concerns with my vehicle and declined my compensation requests in an incredibly rude fashion. If you review the last conversation with "Heather R.", you will hear her consistently interrupt me, raise her voice, and bring an all-around poor attitude to the conversation. I am requesting in writing that VW correct this problem within thirty (30) days of your receipt of this letter to resolve this issue.

I purchased this vehicle from Randall Reed Volkswagen of McKinney in McKinney, TX on June 24, 2014. Within the first weeks of ownership, I began to hear grinding/rubbing noises from the front wheels of the vehicle. At the time the dealer installed my license plates, they attempted to solve the problem through lubricating the suspected parts. As this issue was not corrected, I brought the vehicle to AutoNation Volkswagen Park Cities of Dallas Texas to attempt to resolve the issue. The car was in the service center for nearly two weeks (7-19 to 7-31) as the team had to replace significant components. After this attempted repair, I had to replace both tires installed on the front end of the vehicle (October 14<sup>th</sup> and November 3<sup>rd</sup>). VW denied that the failure of the tires was covered under the original warranty without reviewing the issue. I was then told that I would have to pursue this issue with Pirelli on my own. Several months passed but then on February 15, 2015, I brought the car back in again for making similar grinding/rubbing noises from the front wheels. At this time, the service center merely lubricated the "CV Boots" and instructed me to keep them lubricated to avoid more noises. I believe that this is not repairing a problem but simply "managing" one. Along with my incredibly poor reliability from the front end, my car has also suffered a failed water pump, malfunctioning MDI cable, shorted rear light, and broken inner light cover.

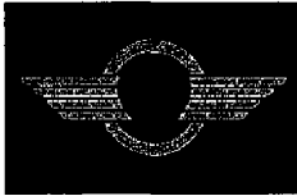
This problem substantially impairs the use and value of my vehicle. Therefore, since you have been unable to permanently resolve the issues with the front axle, I will expect you to repurchase this vehicle pursuant to Chapter 2301, Subchapter M of the Texas Occupations Code Annotated.

Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time to resolve this issue.

Sincerely,

  
Christopher R. Irvine

Enclosures  
Certified Mail-Return Receipt Requested



**CERTIFIED MAIL**



7014 2870 0001 1918 6319

Volkswagen Group of America Inc  
Customer CARE  
3800 Hamlin Rd  
Auburn Hills, MI 48326



# USPS Tracking™



Customer Service ›  
Have questions? We're here to help.

Tracking Number: 70142870000119186319

Updated Delivery Day: Tuesday, March 10, 2015

## Product & Tracking Information

Postal Product:

Extra Svc:  
Certified Mail™

DATE & TIME	STATUS OF ITEM	LOCATION
March 10, 2015, 8:49 am	Delivered	AUBURN HILLS, MI 48321

Your item was delivered at 8:49 am on March 10, 2015 in AUBURN HILLS, MI 48321

March 9, 2015, 2:42 pm	Available for Pickup	AUBURN HILLS, MI 48321
March 9, 2015, 2:19 pm	Arrived at Unit	AUBURN HILLS, MI 48326
March 9, 2015, 2:23 am	Departed USPS Facility	PONTIAC, MI 48340
March 8, 2015, 1:38 pm	Arrived at USPS Facility	PONTIAC, MI 48340
March 4, 2015, 10:19 pm	Departed USPS Facility	COPPELL, TX 75099
March 4, 2015, 10:13 pm	Arrived at USPS Facility	COPPELL, TX 75099

## Available Actions

Text Updates

Email Updates

Confirmation

70142870000119186319

Your request for all activity to-date will be processed within four hours. Any future activity will be processed whenever there is new delivery related event activity.

Your confirmation will be sent to the following:

lrvinocr@gmail.com

Return Receipt After Mailing

## Track Another Package

Tracking (or receipt) number

Track It

### HELPFUL LINKS

- Contact Us
- Site Index
- FAQs

### ON ABOUT.USPS.COM

- About USPS Home
- Newsroom
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- Forms & Publications
- Government Services
- Careers

### OTHER USPS SITES

- Business Customer Gateway
- Postal Inspectors
- Inspector General
- Postal Explorer
- National Postal Museum
- Resources for Developers

### LEGAL INFORMATION

- Privacy Policy
- Terms of Use
- FOIA
- No FEAR Act EEO Data