

LHC



LEMON LAW COMPLAINT FORM

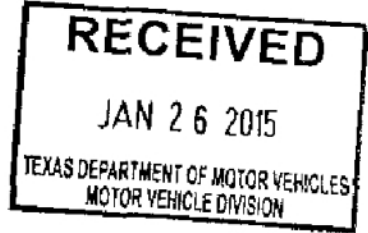
Texas Department of Motor Vehicles

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: Renate Witmer

MAILING ADDRESS: 472 Cactus Circle

CITY: Killeen STATE: Texas ZIP: 76542

WORK PHONE: _____ HOME PHONE: 254-535-3681 FAX: _____

E-MAIL ADDRESS: 552.137

CHECK ALL THAT APPLY: NEW USED DEMO PROGRAM LEASE CONVERSION

YEAR: 2014 MFG/MAKE: Volkswagen (VW) MODEL: Jetta TDI Sedan

VIN: 552.130 DATE PURCHASED: 25 January 2014

MILEAGE*: CURRENT 20136 AT DELIVERY: 46 DATE 24,000 MILES REACHED: _____

*Not applicable to Towable Recreational Vehicles

CONVERSION CO: Sales agreement enclosed

LEASE CO: _____

SELLING DEALER: Automax CITY: Killeen

SERVICING DEALERS 1) Automax CITY: Killeen

2) Auto max CITY: Killeen

3) Automax CITY: Killeen

DEALER ADDED OPTIONS: _____

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




CP # 2398

LL \$35

004060 *JAN.23.15

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.

Description of one problem that <u>CONTINUES TO EXIST</u> :	Repair Visits	Date In	Date Out	Mileage
Gloplug Light on  tried to	1st visit	5/9/14	5/9/14	4,606
	2nd visit	8/28/14	8/29/14	10,481
	3rd visit	9/25/14	9/25/14	12,568
	4th visit	10/20/14	10/23/14	14,718
check engine light  check engine light on Nov 2014 check engine light on for two days since Dec 30 th , 14	1st visit	5/9/14	5/9/14	4,606
	2nd visit	8/28/14	8/29/14	10,481
	3rd visit	9/25/14	9/25/14	12,568
	4th visit	10/20/14	10/23/14	14,718
Particulate Filter (Diesel Engines) 	1st visit	5/9/14	5/9/14	4,606
	2nd visit	8/28/14	8/29/14	10,481
	3rd visit	9/25/14	9/25/14	12,568
	4th visit	10/20/14	10/23/14	14,718
Description of one problem that <u>CONTINUES TO EXIST</u> :	1st visit			
	2nd visit			
	3rd visit			
	4th visit			
Description of one problem that <u>CONTINUES TO EXIST</u> :	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 01-14- , 20 15.

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

2

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

1-21-2015

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.

To whom it may concern

1/09/2015

I, Renate Witmer, and my son Alexander Witmer bought a brand new VW Jetta TDI at Automax in Killeen, Texas, with the VIN # 552.130 on January 25th, 2014.

My son was the main driver at first, until he pointed out to me that something is not right. I then changed my Jetta TDI, 06 with his Jetta TDI, 14 to drive it for a few days, since I been driving diesel before. I then told my son that the car is not right to me either, the loud noises from the engine department seemed wrong for a brand new car. We also had a few other issues as well. I made an appointment with Automax (**invoice 1**) to check out what is going on. Gloplug light came on several times, windows just did what they wanted....etc.

In July, I drove my son up to UT Arlington and I felt that the car was not driving right. The gloplug light 00 came on (again), I lost power immediately. I then stopped on the side of the road to read my manual. (page .?. then go to page.?. return to page.?. ,, confusing) after I restarted the engine, the particulate light 00 came on as well, and check engine light 00 for about an hour of driving. The car seemed loud to me as well. The next day all the lights were off and the car seemed normal, but I drove to Automax and explained to them what happened to me the day before. They said, "*oh if the lights are all good now, the car is fine*". These lights came on a few more times but didn't stay on very long. When the odometer was at about 9200 miles it happened to me again, and a few days afterwards and continued regularly, but then the lights went normal again. At the 10,000 mile multi point courtesy inspection, I explained to Automax that this is not normal and to please check out the entire electrical, wiring on the vehicle, since these lights keep coming on. **(Invoice 2)**

September 25th, 2014, I went to Automax again since I still had issues with same problems , but now the check engine light won't turn off. I also explained to them that I took my car to one of their ex VW Master mechanics, and he test drove the car with his computer on his lap, stating that it needs a new sensor. (My mechanic could not do anything though, since the car is under manufactured warranty) Car was at Automax for a few hours and then they told me, car is done and you are set to go. I left Automax and a few miles later my lights started flashing again. **(Invoice 3)**

October 23rd, 2014, I went to Automax again explaining that I still got those issues, and I can not keep coming back every month, please take the car and fix it right this time. First they said they can't fix it in a few hours. I replied that I have no problem to leave my car here as long as they need it, as long as I get a rental car. They refused to give me one, and also told me they don't know when they get a rental car in. As I walked away pretty upsaid, I said in a louder voice, well I will take legal steps now against Automax. Of a sudden I hear them say my name, to please stay here and we will set you up with a rental. My car was in the shop for three days. **(Invoice 4)**

We bought this car for my son to have a reliable car while going to college to UT Arlington. Now I keep giving him my VW Jetta 2006, because the new Jetta 2014 has issues all the time. My check engine light has been on since December, 2014. On a good day it goes off, but only for a few hours. The odometer is at 19,500 now. I am filing the Lemon Law with the Texas Department of Motor Vehicles.

I hope you read this and help me solve these issues above. We bought this car to have a reliable vehicle for my son to go to College. I gave my son my car now, VW tdi 06, since it is more reliable. Next week I have to go back to Automax for the 20,000 mile service, I am not looking forward to it, but they are the closest VW dealer.

Thanks in advance

Sincerely

Renate Witmer

254 535 3681

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NEVER USE FOR OFFICIAL USE

Postage	\$ 1.40	0513
Certified Fee	\$3.30	12
Return Receipt Fee (Endorsement Required)	\$0.00	Postmark Here
Restricted Delivery Fee (Endorsement Required)	\$0.00	
Total Postage & Fees	\$ 4.70	01/14/2015

Sent to Volkswagen Group of North America
 Street & Apt. No. or PO Box No. 2000 Ferdinand Porsche Dr
 City, State, ZIP+4 Herndon, VA 20171

PS Form 3800, July 2014 See Reverse for Instructions

@@ Certified \$3.30
 USPS Certified Mail #: 70142120000027635673

Issue Postage: \$4.70

Total: \$4.70

Paid by:
 Cash \$5.00
 Change Due: -\$0.30

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