

January 8, 2003
030010971



MR. IVO A WELCH
46 HILLHOUSE AVE
NEW HAVEN CT 06511-3704

Customer Care
Mail Code 2 West
Hills Corporate Center
3499 West Hamlin
Rochester Hills, MI 48309
Tel. (800) 822-8987

RE: 2000 Volkswagen Passat
VIN: WVVUH23B8YE200108

Dear Mr. Welch:

Thank you for your letter addressed to Mr. Gerd Klauss regarding the repairs to your Volkswagen Passat. Your letter has been forwarded to our department for further review.

We have thoroughly reviewed your correspondence on this matter. Your concerns are understandable; however, VW would not be able to offer any compensation or reimbursement for the misfortune that you experienced. VW does greatly apologize however your concerns were not caused by any manufactures shortcoming or flaws in workmanship from the manufacture.

Although we could not provide a more favorable reply, we hope you will understand our position. Thank you for allowing us the chance to respond

Sincerely,

A handwritten signature in blue ink, appearing to read 'Dylan Dunbar'.

Dylan Dunbar
Northeastern Regional Coordinator