

Goldenrod Routing Instructions

Office of the Governor

Constituent Affairs

Referred To:

Environmental Protection Agency, California - 1001 I Street 25th Floor, Sacramento
CA 95814

Date Due
12/3/2015

Department:

Air Resources Board

Date Routed Tracking Number
11/3/2015 CAF-11-15-00092

Routed By:

Constituent Affairs

Return To:

Arturo Barajas

Phone Number:

Constituent(s):

Ms. Annette

Home -

E-Mail -

Subject:

EPA - Air Resources Board

Action:

Reply Direct

Remarks:

Has questions about her VW diesel. AB.

CONSTITUENT AFFAIRS - EMAIL UNIT

Email Staffer: abarajas

From:

Date Received: 9/23/2015 6:45:52 PM

Address:

Subject: Consumer Affairs Issues/Concerns

Annette

Dear Governor Brown, I am very concerned about what is going to happen with my diesel VW! It is a 2014. I bought it to conserve on gas and to have a car with clean emissions. The car costs a lot, I owe 32k, now it is worth nothing. I'm a nurse, widow. I was climbing out from my husband's death 5 years ago. I have worked, not taking any charity, welfare, nothing. Now, I have this car that is worthless and will soon not even run right after corrections are made. What recourse do I have? Can't VW give us a refund? Must we be stuck with a worthless car? My car is a 2014 Beetle. Please help! Is the car dealership innocent or were they dishonest as well? I would appreciate your opinion. Sincerely, Annette

75.83.84.249

Custom Reply:



Air Resources Board



Matthew Rodriguez
Secretary for
Environmental Protection

Mary D. Nichols, Chair
1001 I Street • P.O. Box 2815
Sacramento, California 95812 • www.arb.ca.gov

Edmund G. Brown Jr.
Governor

January 8, 2016

Ms. Annette

Dear Ms. :

Thank you for your message expressing your concerns about your Volkswagen diesel vehicle.

Your vehicle remains legal to drive.

California officials, along with the US Environmental Protection Agency are working to bring about a resolution that will hold the manufacturer accountable for its obligations. This includes efforts to ensure vehicle owners are not unreasonably impacted by any corrective measures developed by VW.

As new information becomes available, we will update our VW investigation information webpage located at www.arb.ca.gov/msprog/vw_info/vwdieselinfo.htm

If you have any questions, or need further information, please contact me at (916) 322-7077 or richard.corey@arb.ca.gov

Thank you again for your message.

Sincerely,

Richard W. Corey
Executive Officer

cc: Stanley Young
Director of Communications
Office of Communications

The energy challenge facing California is real. Every Californian needs to take immediate action to reduce energy consumption. For a list of simple ways you can reduce demand and cut your energy costs, see our website: <http://www.arb.ca.gov>

California Environmental Protection Agency

Printed on Recycled Paper

CARB VW Records 000029

Goldenrod Routing Instructions

Office of the Governor

Constituent Affairs

Referred To:

Environmental Protection Agency, California - 1001 I Street 25th Floor, Sacramento
CA 95814

Date Due
11/27/2015

Department:

Air Resources Board

Date Routed Tracking Number
10/28/2015 CAF-10-15-01235

Routed By:

Constituent Affairs

Return To:

Arturo Barajas

Phone Number:

Constituent(s):

Mr. Dave

Mailing Address -

Subject:

EPA- Air Resources Board

Action:

Reply Direct

Remarks:

Constituent has concerns regarding Volkswagen recall. Please advise of any resources. Thanks, AB.

Dave

September 23, 2015

HONORABLE GOVERNOR JERRY BROWN
c/o State Capital, Suite 1173
Sacramento, CA 95814

Re: Diesel emission nonconformity, Volkswagen Group Inc.,
Request for Volkswagen Buyback Remediation

Dear Governor Brown;

I am writing to you to share my frustrations as a Californian, former fleet manager, early adopter and diesel enthusiast. The admitted actions of Volkswagen in gaming the federal and state certification standards is astounding.

Volkswagen market share in the US has remained relatively small. However, their presence has been strongly supported by sales of 'Clean Diesel' vehicles. This stumble has the potential to unravel their entire market position and all progress made to date.

This is why I believe that US Consumers have a good chance of recovering their losses, but we need advocacy and leadership that balances punitive measures with the real impact that consumers are facing.

Volkswagen's actions constitute a Willful Violation. This is not a manufacturer's defect, nor was it ever beyond Volkswagen's control to remedy it. For these reasons, I strongly believe that consumers should not be placed into an arbitration loop, or be expected to accept further recalls (one was already issued) that degrade the value proposition of their vehicles. Instead, they should be offered a buyback prorated per the California Civil Code.

Upon recently retiring, I purchased one of these vehicles. Today, I feel totally used by a company that exploited the values held by many Californians and our desire to be leaders in climate, environment and technology.

If you agree, please encourage CARB and the Attorney General to place the interests of Californian consumers ahead of all other remedies.

Sincerely,

Dave

Enclosures: letter to Volkswagen Group (warranty notification of nonconformity, 1pg)

Dave

September 22, 2015

VOLKSWAGEN GROUP OF AMERICA INC.
Customer CARE
3800 Hamlin Road
Auburn Hills, MI 48326

Re: Diesel emission nonconformity, 2013 Golf, VIN No. xxxxxxxxxxxxxxxx

To Whom it may concern;

The purpose of this transmittal is to notify Volkswagen of an emissions nonconformity in my vehicle and to request the maximum remediation available under California Civil Code Sections 1793 and 1794. Specifically, I am requesting a buyback or VAG replacement option for this vehicle. This request is made based on facts that became known to me on or around September 18, 2015. Specifically, I have been made aware that;

1. Volkswagen programmed the electronic control module of my vehicle to allow for greater than legal limits of NOx (a nonconformity with Certification). This fact was concealed to me upon delivery, March 24, 2013.
2. Volkswagen marketed this vehicle to me as a 'Clean Diesel' meeting Tier II certification. This created a false value proposition under which I paid more for this vehicle than a similarly equipped gasoline fueled model.
3. Only after others provided the true emission profile of Volkswagen's diesel engine to Regulators, did Volkswagen issue a recall. This occurred 24 months after purchase and did not reveal the reason.
4. Regulators determined that the recall issued by Volkswagen was unsuccessful. Additional recalls and further NOx reduction strategies that increase exhaust gas recirculation or Lean NOx Trap regeneration on my vehicle are likely to reduce fuel economy and increase wear on the emissions components.
5. Volkswagen purposely caused, and knowingly concealed this nonconformity. Remediation of this condition was never beyond the control of Volkswagen or their Representatives. Rather, this was a Willful Violation that Volkswagen never intended to correct.

Please advise me on next steps and the status of Volkswagen's progress in resolving this matter. I understand that no further action is required on my part at this time.

Sincerely,

Dave

09/23/15 vw_emissions.docx, via certificate of mailing



Matthew Rodriguez
Secretary for
Environmental Protection

Air Resources Board

Mary D. Nichols, Chair
1001 I Street • P.O. Box 2815
Sacramento, California 95812 • www.arb.ca.gov



Edmund G. Brown Jr.
Governor

January 8, 2016

Mr. Dave

Dear Mr.

Thank you for your message expressing your concerns about your Volkswagen diesel vehicle.

Your vehicle remains legal to drive.

California officials, along with the US Environmental Protection Agency are working to bring about a resolution that will hold the manufacturer accountable for its obligations. This includes efforts to ensure vehicle owners are not unreasonably impacted by any corrective measures developed by VW.

As new information becomes available, we will update our VW investigation information webpage located at www.arb.ca.gov/msprog/vw_info/vwdieselinfo.htm

Thank you again for your message.

If you have any questions, or need further information, please contact me at (916) 322-7077 or richard.corey@arb.ca.gov

Sincerely,

Richard W. Corey
Executive Officer

cc: Stanley Young
Director of Communications
Office of Communications

The energy challenge facing California is real. Every Californian needs to take immediate action to reduce energy consumption. For a list of simple ways you can reduce demand and cut your energy costs, see our website: <http://www.arb.ca.gov>.

California Environmental Protection Agency

Printed on Recycled Paper

Goldenrod Routing Instructions

Office of the Governor

Constituent Affairs

Referred To:

Environmental Protection Agency, California - 1001 I Street 25th Floor, Sacramento
CA 95814

Date Due
1/7/2016

Department:

Air Resources Board

Date Routed Tracking Number
12/8/2015 CAF-12-15-00589

Routed By:

Constituent Affairs

Return To:

Arturo Barajas

Phone Number:

Constituent(s):

Carin

Mailing Address -

E-Mail -

Subject:

Environment Issues/Concerns

Action:

Reply Direct

Remarks:

Writing "in hopes that you to pursue monetary damages with regards to the pending
VW diesel recall." Please pass along any resources ARB had setup. Thanks. AB.

CONSTITUENT AFFAIRS - EMAIL UNIT

Email Staffer: Abarajas
From:
Date Received: 12/1/2015 2:29:58 PM
Address:
Subject: Environment Issues/Concerns

Carin

Dear Governor Brown, I am writing in hopes that you, as our elected governor, can tell us who specifically we need to contact to pursue monetary damages with regards to the pending VW diesel recall. We are the owners of a 2011 VW Jetta sportswagen TDI, purchased new. The VW company has contacted us about the recall. We are under the impression that either the pollution problem will be fixed or our car will be bought back. Whether or not the mileage and torque will function to the same degree has not been determined yet, I believe. How is an owner supposed to know how to deal with the company in this instance? Are we to join a class action suit or sue individually? Does the government have some sort of role in seeking damages for owners as well as for the damage to the environment? I have attempted to research the EPA, CARB, NHTSA, DCA, and the BBB websites, among others. I don't seem to be able to find out how to proceed, so that we can make sure that we handle this situation correctly. I don't know if I should accept the \$1000 ?gift? (and \$500 to use at the dealership seems gratuitous). I don't think I should have to hire an attorney just to find out how to handle this in a way that is in our best interests. Consumers? Reports has sought input from VW diesel owners. This is the only group or agency that I am aware of (besides many attorneys sending us letters asking to represent us) who is interested in our situation. I was heartened to read the letter written by U.S. Senators Markey and Blumenthal to VW America, in which they requested that the cars be bought back. I would suggest, however, that they be bought back for their purchase price. This situation is not comparable to being able to get a prorated refund on a poor mattress. This pollution problem started on day 1 with each automobile. Any suggestions for how to LEARN how to proceed would be greatly appreciated. Sincerely, Carin Santa Cruz, CA

50.1.98.7

Custom Reply:



Air Resources Board



Matthew Rodriguez
Secretary for
Environmental Protection

Mary D. Nichols, Chair
1001 I Street • P.O. Box 2815
Sacramento, California 95812 • www.arb.ca.gov

Edmund G. Brown Jr.
Governor

January 8, 2016

Ms. Carin

Dear Ms. :

Thank you for your message expressing your concerns about your Volkswagen diesel vehicle.

Your vehicle remains legal to drive.

California officials, along with the US Environmental Protection Agency are working to bring about a resolution that will hold the manufacturer accountable for its obligations. This includes efforts to ensure vehicle owners are not unreasonably impacted by any corrective measures developed by VW.

As new information becomes available, we will update our VW investigation information webpage located at www.arb.ca.gov/msprog/vw_info/ywdieselinfo.htm

If you have any questions about civil litigation concerning Volkswagen, some information can be found here: <http://www.cand.uscourts.gov/crb/vwrnd/>.

If you have other questions, or need further information, please contact me at (916) 322-7077 or richard.corey@arb.ca.gov

Thank you again for your message.

Sincerely,

Richard W. Corey
Executive Officer

cc: Stanley Young
Director of Communications
Office of Communications

The energy challenge facing California is real. Every Californian needs to take immediate action to reduce energy consumption. For a list of simple ways you can reduce demand and cut your energy costs, see our website. <http://www.arb.ca.gov>.

California Environmental Protection Agency

Printed on Recycled Paper



Air Resources Board



Matthew Rodriguez
Secretary for
Environmental Protection

Mary D. Nichols, Chair
1001 I Street • P.O. Box 2815
Sacramento, California 95812 • www.arb.ca.gov

Edmund G. Brown Jr.
Governor

February 23, 2016

Mr. Gilbert

Re: VW PV ARRAYS LETTER

Dear Mr. :

Thank you for your thoughtful letter expressing your concerns about our air quality and Volkswagen. Be assured it has been shared with appropriate staff here at Air Resources Board. California officials, along with the U.S. Environmental Protection Agency are working to bring about a resolution that will hold the manufacturer accountable for its obligations.

As new information becomes available, we will update our VW investigation information webpage located at http://www.arb.ca.gov/msprog/vw_info/vw-diesel-info/vw-diesel-info.htm.

If you have any questions or comments, please contact me at (916) 322-2990 or pati.brown@arb.ca.gov

Sincerely,

Pati Brown, Manager
Office of Communications

cc: Stanley Young
Director of Communications
Office of Communications

The energy challenge facing California is real. Every Californian needs to take immediate action to reduce energy consumption. For a list of simple ways you can reduce demand and cut your energy costs, see our website: <http://www.arb.ca.gov>.

California Environmental Protection Agency

Printed on Recycled Paper

CARB VW Records 000037

December 21, 2015

California Air Resources Board
P.O. Box 2815
Sacramento, CA 95812

Subject: VW PV Arrays

Dear Sirs:

VW has effectively increased the air pollution in our area by fooling our SMOG measuring systems. They did this intentionally.

I would ask that you propose to VW the following suggestion: In order to mitigate this pollution, VW should deploy PV solar arrays at all of their dealership parking lots in the Southern California area, where most of the diesel powered cars were sold.

Thank you for taking the time to read this and I look forward to hearing from you on the subject.

Sincerely,

Gilbert

Assignment Number 19485 - - 02/19/16



update

Upload to SharePoint

Status: NEW
 Priority: STANDARD
 Received: 02/19/16
 Init Assigned: 02/19/16
 ARB Contact: SHANNON WHITE
 Originator: ALBERTO AYALA
 Origin Office: CHAIRMAN

DUE DATES	Initial	Extended
Agency		
Chair/Bd		
EO		
Mail/Complete Date		

XRef Nos:

From: GILBERT

Subject: VW SUGGESTIONS

Actions: DIRECT REPLY

Instructions: PLEASE RESPOND TO GILBERT LETTER

Chairman's

Comments:

--Entry created by: SWHITE Last modified: 02/19/16 by: SWHITE

Number	Assignee	Office	Received	Sent
1 <u>update</u>	AAYALA	EO	02/16/16	02/19/19
Comments	ASSIGNED TO PATTIE IN PIO			

Insert a new detail record.

Process a new query.

*Completed on 2/23/16 gmc
 Copies + disk sent to EO.*

Brown, Pati@ARB

From: Communications@EPA <CEPAComm@CALEPA.ca.gov>
Sent: Monday, December 07, 2015 1:03 PM
To: Brown, Pati@ARB
Subject: FW: Attn: Secretary Rodriguez - VW emissions cheating

Do you have a pat response you send for these types of suggestions?

-----Original Message-----

From: Richard [mailto:]
Sent: Sunday, December 06, 2015 10:16 AM
To: Communications@EPA
Subject: Attn: Secretary Rodriguez - VW emissions cheating

Dear Secretary Rodriguez,

I'm a resident of Healdsburg, CA and the owner of a VW Jetta Diesel affected by the recent emissions scandal.

I am writing with regard to the recent cheating by Volkswagen on emissions compliance. Over the last 20 years, I have purchased or leased three Audi A6's, purchased a Porsche and purchased a 2010 Jetta diesel that had the "defeat" capabilities installed. I will never again purchase or lease a VW group product. I have written to the VW CEO to tell him so.

I purchased the Jetta because it offered great utility and high mileage while complying with the most stringent emissions standards. As you are no doubt aware, federal tax credits were granted for Jetta purchases due to its reported high mileage and low emissions. Like many people, I am concerned about climate change and am seeking to reduce my carbon footprint.

The behavior of VW in cheating on emissions standards was and continues to be inexcusable. VW has not been transparent or accountable in this matter. They are guilty of consumer fraud and violating EPA and CARB regulations. They must be prosecuted and held fully accountable in both areas.

I would like to propose a simple solution that benefits both the government and the consumer. I understand from the press that the EPA can fine VW something slightly in excess of \$30,000 for each car that violated its regulations. Since VW fraudulently sold me a car, I would like it to buy it back from me at its purchase price. I believe this was around \$28,000. So, VW should offer to buy back the offending cars from their original owners for the purchase price. If the owner agrees to that, VW should not be subject to the EPA fine. If the owner does not agree to that, then VW should have to pay the EPA fine. Once VW has purchased the car, it must retrofit it to meet US emissions requirements if it is going to resell it in the US. It should also re-imburse the govt. for the tax credits claimed by the purchasers under false information provided by VW.

While this resolution might deprive the U.S. Government of some revenue from the fines, I believe it is a just resolution for consumers who were fraudulently sold a car whose false claims were not detected by an insufficiently rigorous EPA testing methodology.

Sincerely,

Richard

December 21, 2015

California Air Resources Board
P.O. Box 2815
Sacramento, CA 95812

Subject: VW PV Arrays

Dear Sirs:

VW has effectively increased the air pollution in our area by fooling our SMOG measuring systems. They did this intentionally.

I would ask that you propose to VW the following suggestion: In order to mitigate this pollution, VW should deploy PV solar arrays at all of their dealership parking lots in the Southern California area, where most of the diesel powered cars were sold.

Thank you for taking the time to read this and I look forward to hearing from you on the subject.

Sincerely,

Gilbert

From: [L.Robertson](#)
To: Brown_Pati@ARB; Brown_Pati@ARB
Cc: [Keith](#)
Subject: Information re: EO# D-671 Air Resources Board
Date: Friday, January 15, 2016 11:34:52 AM
Attachments: [V_W_Contacts.txt](#)
[VW_Proposal.pdf](#)
[GAT_ECO_Dist_Presentation_2010.pdf](#)
[CAT_INC_VW_TRANSPARENT_DOCUMENT.docx.pdf](#)
[1st_90_Days.pdf](#)
[Volkswagen3.docx](#)

Ms. Pati Brown:

Following our conversation this morning, regarding forwarding information that tracks to our product CARB Certified EO# D-671, the link below is from InterCharger .com website containing the EO# D-671 details.

<http://intercharger.com/ARB%20InterCharger%20EO%20D%20671%202009%20Dec%2022%20Final.pdf>

InterCharger principals and the GAT_ECO principals have respected and allowed Cleaner Air Technology Inc., lead roles regarding the use of InterCharger information, images, et. al., in the procurement of Volkswagen AG, and Volkswagen North American Region business. Cleaner Air Technology Inc. has website information as follows:

<http://extendmpgnow.wix.com/catinc>

At the risk of sending too much information, please find attached the preponderance of example letters sent to Germany, Herndon, Virginia, etc. Cleaner Air Technology Inc. makes itself available in person if needed; at your disposal to answer any and all questions regarding the claims made by the same:

1. Cleaning NOx and repairing VW image and credibility with the use of this product.
2. Costs at or competitive with VW's own pricing for repair of their vehicles.
3. No loss of fuel economy, and possible gain in fuel economy with the use of this product.
4. Product may be effective with 'out-of-the-box' installation, with no software removal or adjustment.

Thank you for your time today, and best Regards,

Larry Robertson Founder, CEO
Cleaner Air Technology Inc.



Founder/President/CEO
LanAv8r Transformations Inc.
a Nevada charter company

815-540-5313
extend.mpg.now@gmail.com

<http://extendmpgnow.wix.com/catinc>

jeannine.ginivan@vw.com

customercare@volkswagen.de

Volkswagen Customer Care Center

CLEANER AIR TECHNOLOGY INC.

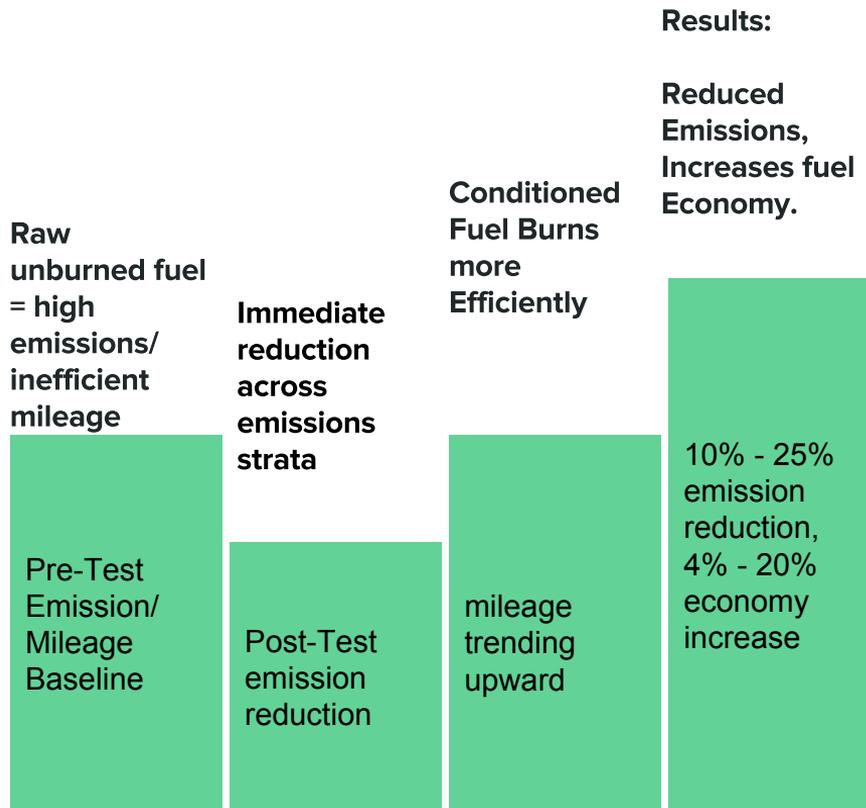
Cleaning The Environment while saving you money.

Our Mission:
Satisfying Your
Requirements, while
Creating Mutual
Trust, and Comfort
for Community.

The problem

Excessive harmful emissions and needless fuel costs.

Chart: Typical Pre-Post Test improvement profile

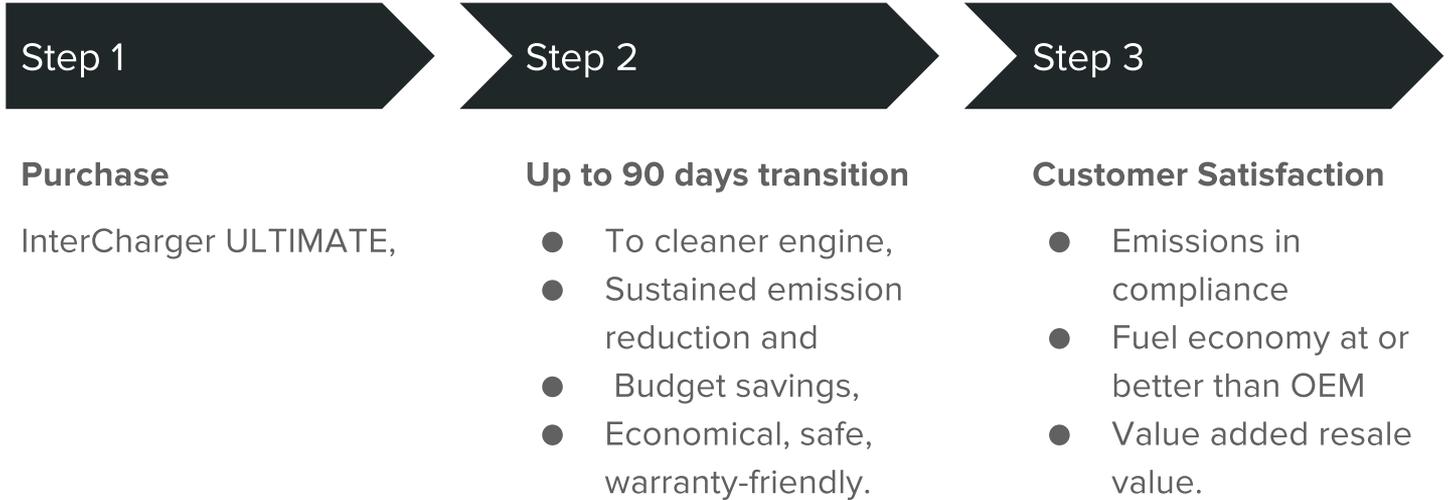


InterCharger ULTIMATE®

<http://extendmpgnow.wix.com/catinc>

Sustains reduced
emissions and fuel
economy, promotes
comfortable budget
reduction.

How it works



The
Technology

Demonstrated:

INTERCHARGER
Improving Engine Performance

**How does
it work?**



Why us?



Larry Robertson, CEO

Founder and President, 39-year entrepreneur, 20 years of automotive application, global industry and environment experience.



Keith Irons, Bus. Dev.

Seasoned global Executive, Consultant, Business Development

Infrastructure Development.

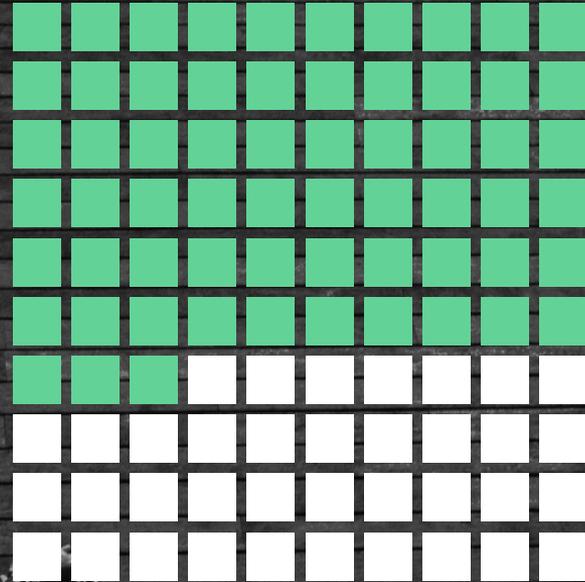
Developing the first true R&D, Business to Business application model in 15+ year history of the InterCharger Brand.

Sales/Installation Model Development

First Sales/Installation model that incorporates MUTUAL TRUST, and ENVIRONMENTAL Customer Satisfaction.

Why Now?

- **20%+ Budget savings,**
- **Complete infrastructure for Customer application by 2016**
- **Build Your Customer Confidence with everything InterCharger offers**



Revenue Model

Client Options

Quarterly Credit Line

- C.A.T. Acquisitions
- C.A.T. Infrastructure
- C.A.T. Milestones
- 24-Month completion Schedule

Hybrid Infrastructure

- Your Labor
- C.A.T. Oversight
- 24-Month completion Schedule

Vendor Action

Manufacturing/Dist./Training

- 3 Manufacturing plants supply 11 million units
- 1 Distribution facility
- 1 Training facility

Hybrid Infrastructure

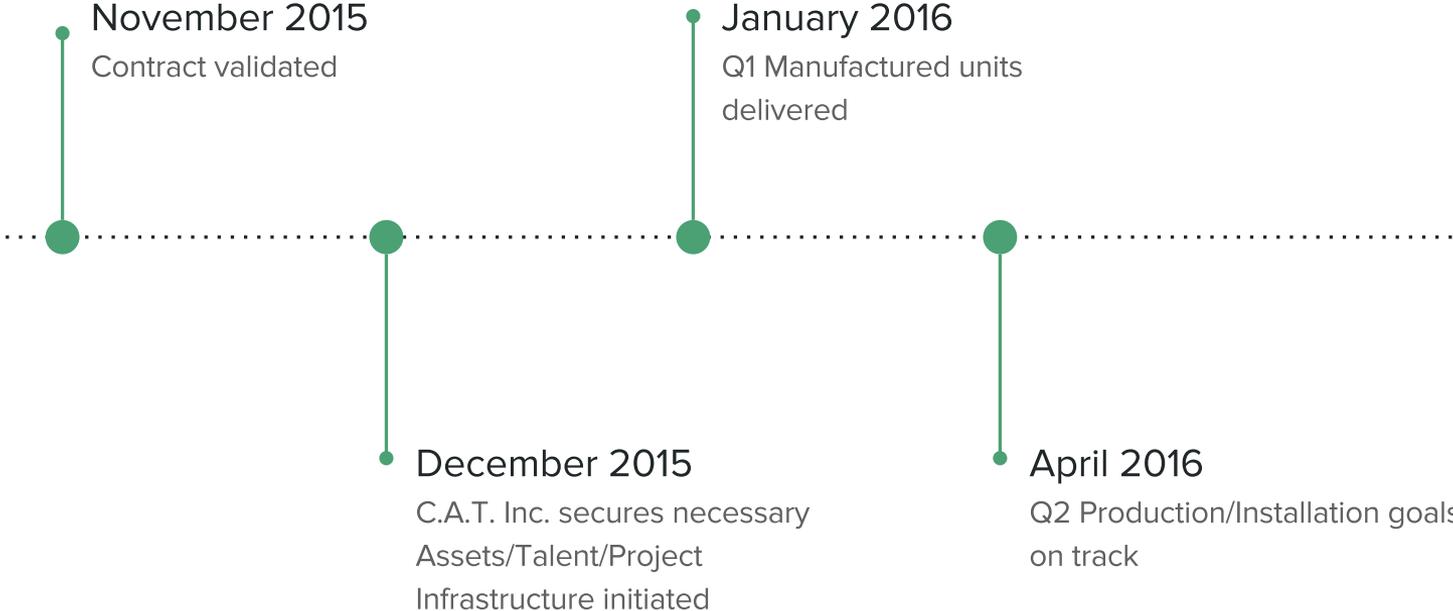
- 3 Manufacturing plants supply 11 million units
- 1 Distribution facility
- 1 Training facility

Support

Interval Servicing Protocol

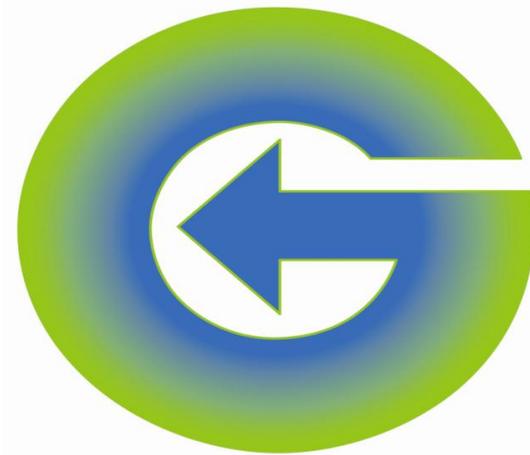
- Client Labor-Trained

Milestones



Green Age Technologies, LLC

Presents



GREEN AGE
Technologies, LLC

GAT/ECO DISTILLER SYSTEMS

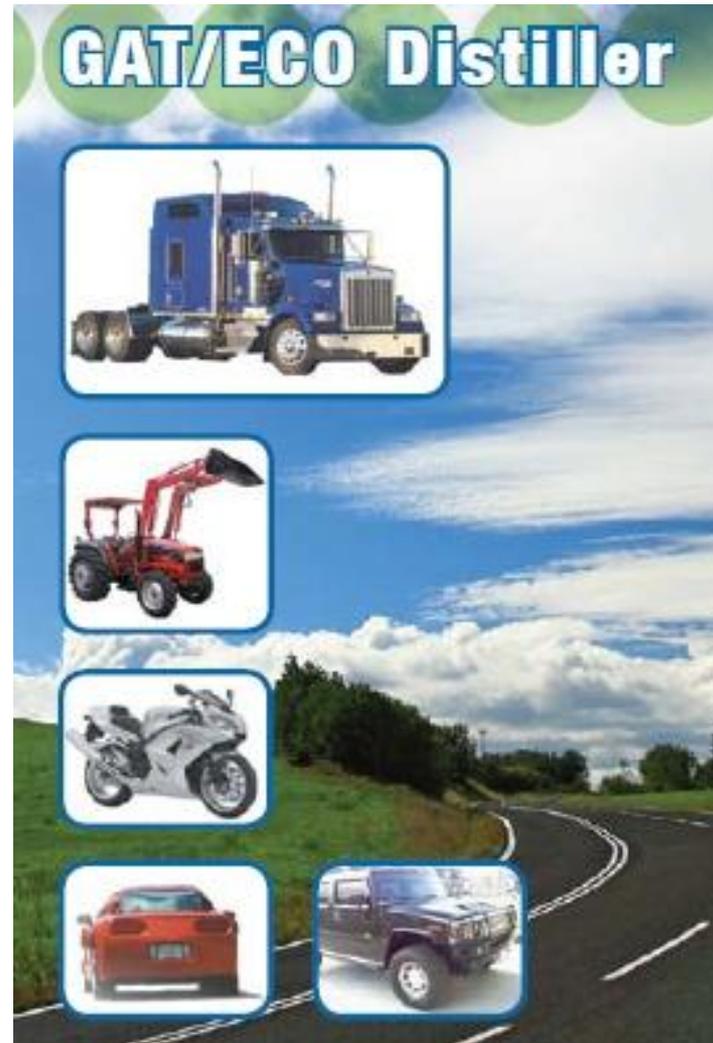
Solutions For Saving Energy & Saving The Planet

The **GAT/ECO Distiller System** works with any carbon based combustion engine. Not only will it reduce fuel costs, but it will eliminate crankcase emissions and reduce tail pipe pollutants by an average 50% or more!

The following slides will convince you that the **GAT/ECO Distiller System** is the right choice for saving on fuel costs while saving the environment!

EPA standards are getting more stringent every day. This system will not only put you well ahead of the today's EPA standards, it will save your company money and provide a fast Return On Investment!

When installed on your vehicle, the GAT/ECO Distiller System is Guaranteed to Save at Least 10% in Fuel Costs & significantly reduce emissions!!!



GAT/ECO Distiller System

Improves combustion in diesel, gas, propane and natural gas engines

This revolutionary system was developed in Canada and the USA & provides technology that involves a number of proven chemistry and quantum physics fundamentals. The **GAT/ECO Distiller System** is not an additive; it is a system which uses these scientific fundamentals to enhance the combustion process. As the crankcase gases are broken down by the **GAT/ECO Distiller System**, they are electronically charged. Their molecular structure is changed and the electro-chemically charged gases are burned more completely. This change reduces harmful emissions on average, approximately 50%, improves engine performance, improves fuel efficiency at least 10% guaranteed and reduces internal and external engine residues providing a cleaner running engine, inside & out!

The **GAT/ECO Distiller System** display case shows the components of the system. Later in this presentation we will show examples of the **GAT/ECO Distiller System** installations.



Installing a GAT/ECO Distiller will:

Seal the engine crankcase

Eliminate crankcase emissions and oil loss

Reduce exhaust pipe emissions by approximately 50%

Increase gas mileage by at least 10% GUARANTEED!

Reduce maintenance costs

Improve engine performance

Reduce operating temperatures

Improve combustion

Quick Return on Investment (ROI)

Perform better than any listed EPA diesel retrofit technology

Green Age Technologies ECO Distiller System

has many applications:

Agricultural

General Transportation

Marine

Mining

Rail

Trucking

Test Results For A 1000 HP Quarry/Mining Dump Truck



Base Line Data

12.9 Gallons Per Hour

Test Parameter 6 months continuous operations

Test Results

10.2 Gallons Per Hour

20.9% Fuel Efficiency Gain

Crankcase gasses were eliminated and exhaust pipe emissions were reduced by 50%

TEST VEHICLE FOR THE GAT/ECO Distiller System



Test Results 1996 Freightliner FL-70 3116 Caterpillar Turbo Diesel

Base Line Data

7.5 MPG

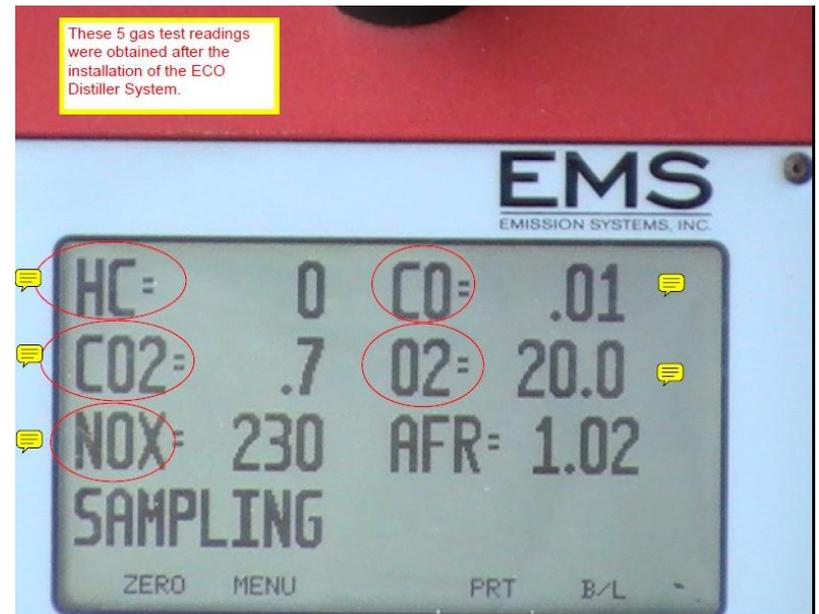
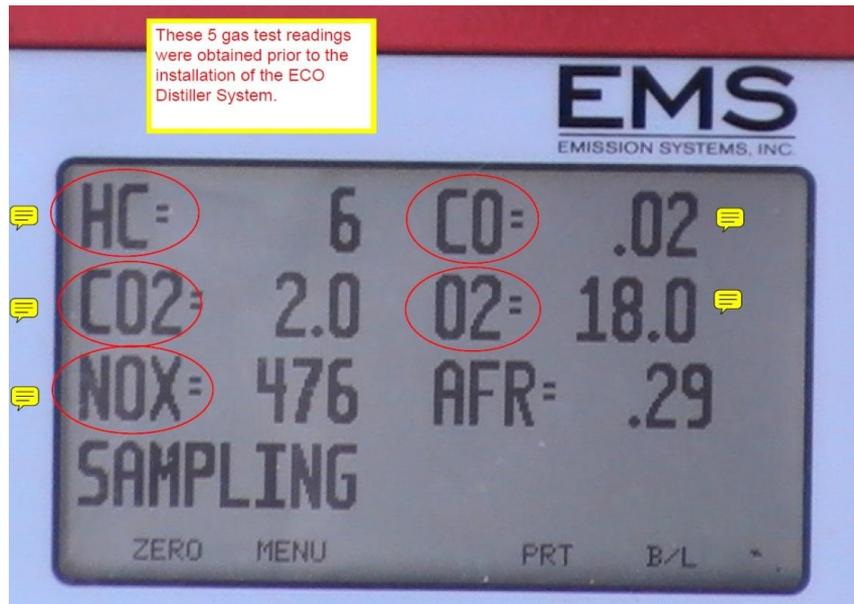
Test Results

10.1 MPG

34.7% Fuel Efficiency Gain

Emission improvement shown on next slide

Tail pipe emissions, 5 gas analysis before and after the installation of the **GAT/ECO Distiller System.**



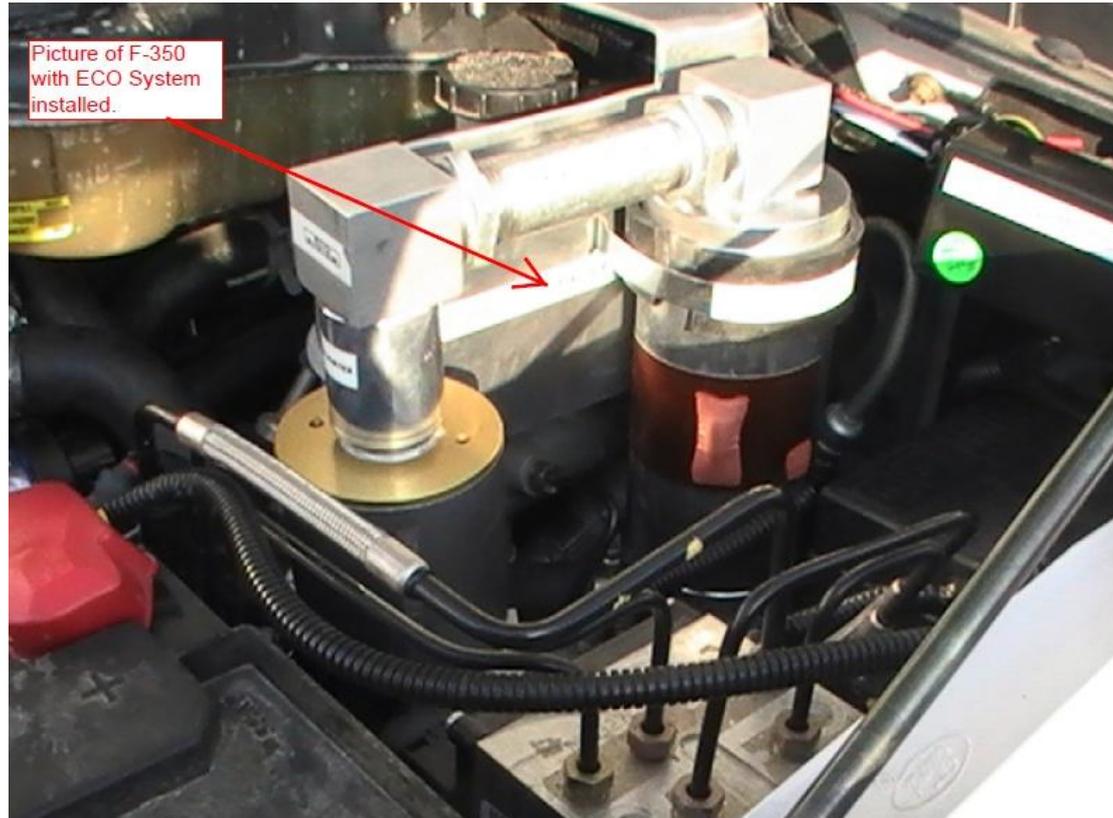
Photos taken of the EMS analyzer screen as readings were obtained.
Engine is a 3116 Caterpillar engine

TEST VEHICLE FOR THE
GAT/ECO Distiller System

2008 FORD F-350 Super Duty with a 6.0 Liter Power Stroke Engine

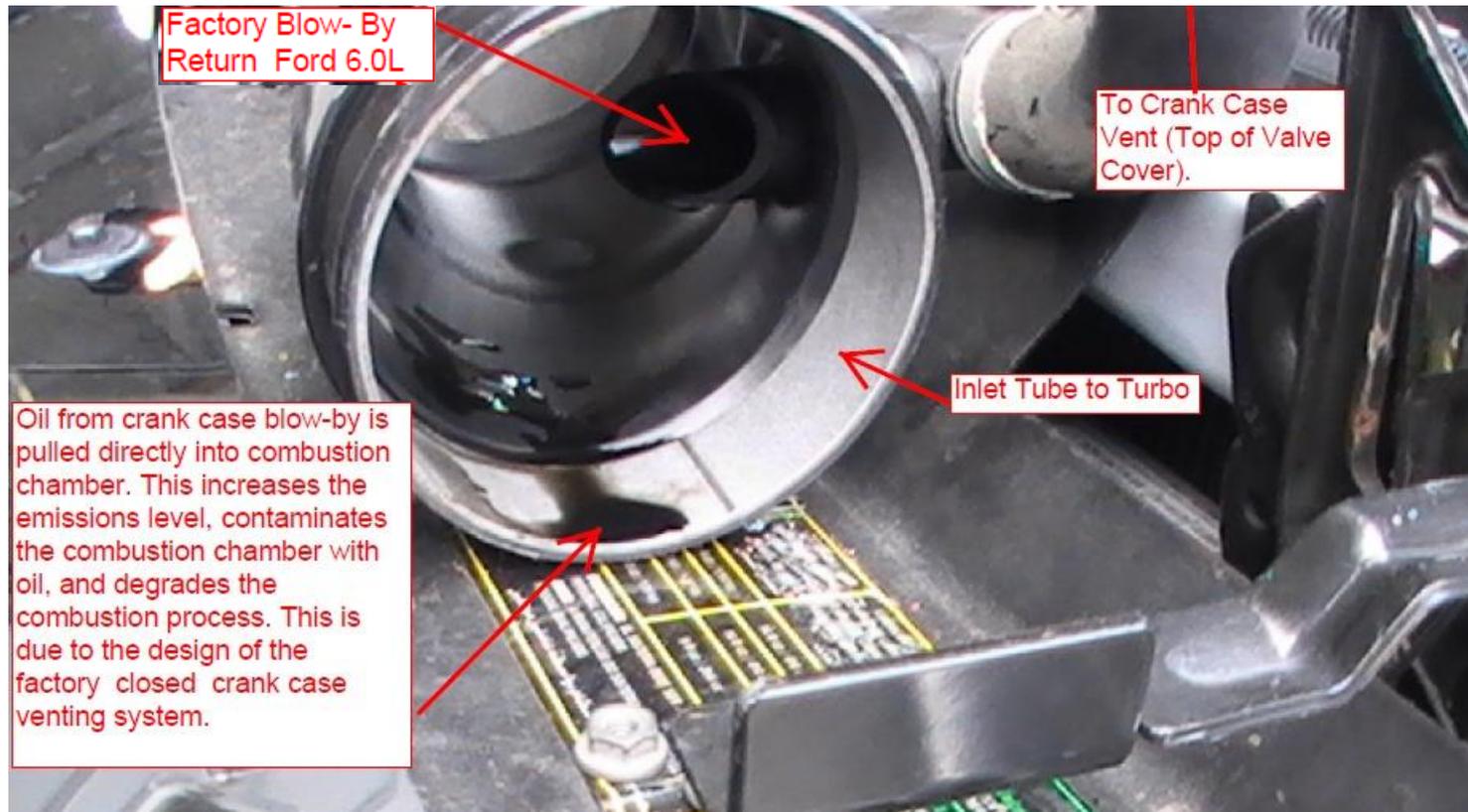


As stated earlier, in this slide we see how a **GAT/ ECO Distiller System** can be installed on your vehicles. This is the Ford F-350.



Picture of F-350
with ECO System
installed.

This is an example of the inside of the Turbo intake before installation of the **GAT/ECO Distiller System**.



Test results of the F-350 Power Stroke

Base Line Data

8.22 MPG

1248 miles Test Drive

Test Results

14.69 MPG

78% Fuel Efficiency Gain

This data was verified and provided to **Green Age Technologies** by the Vehicle's owner.

**TEST VEHICLE FOR THE
GAT/ECO Distiller System**

2003 GM H2 HUMMER HD with a 6.0 Liter HD Engine



**2003 H2
HUMMER**

6.0L HD

Test results 2003 Hummer H-2 6.0 L Gas Engine

Base Line Data

9.2 MPG

920 miles Test Drive

Test Results

13.5 MPG

46.7% Fuel Efficiency Gain

This data was verified and provided to **Green Age Technologies**
by the Vehicles owner.*

*The owner of this vehicle is Carl Self, the CEO of **Green Age Technologies**.

TEST VEHICLE FOR THE GAT/ECO Distiller System

2005 Toyota Corolla CE with a 2.0 VVTI Automatic
Has **GAT/ECO Distiller System** Installed



Firewall mount of the **GAT/ ECO**
Distiller System on the 2005 Toyota
Corolla CE



Test Results for 2005 Toyota Corolla CE 2.0 VVTI Automatic

Base Line

26.8 MPG

321 Miles Test Drive

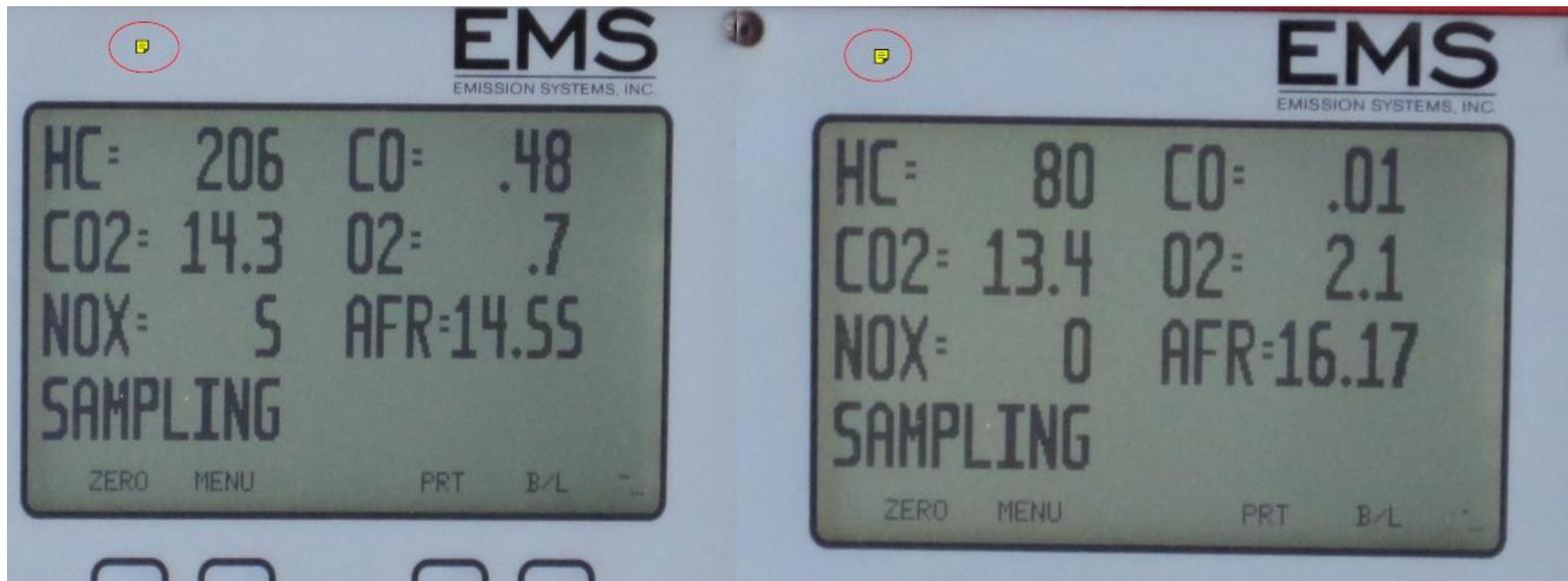
Test Results

32.4 MPG

20% Fuel Efficiency Gain

Emission improvement shown on next slide

Tail pipe emissions, 5 gas analysis before and after the installation of the **ECO Distiller System**.



Thank you for viewing this presentation!

We are confident that the **GAT/ECO Distiller System** will save you money in transportation costs, whether in the commercial transportation industry, marine, or even consumer transportation.

The **GAT/ECO Distiller System** is breaking all barriers in environmental standards for significantly lowering emissions on all types of combustion engines, while increasing fuel economy!

The core technology, intellectual property (IP) used in the **GAT/ECO Distiller System** has been verified by an EPA Certified Laboratory using the testing requirements of the California Air Resource Board (CARB), and provided with an Executive Order # D-671 from CARB.

(GAT is currently pursuing additional CARB & EPA Certification & Verification for the GAT/ECO Distiller System.)

The CARB emission standard is the standard the EPA wants to set for all of the United States. The **GAT/ECO Distiller System** puts you ahead of future EPA requirements!

To find out more about the
Green Age Technologies/ECO Distiller System

Contact:

Coleman Groves
V.P. of Sales & Business Development

Phone: 502-817-8172
email: greenagetechnologies@hotmail.com

(GAT web site currently under construction)



CLEANER AIR TECHNOLOGY INC.

We respect and acknowledge that there is a sense of urgency to the initiate massive auto engine emission repairs. CLEANER AIR TECHNOLOGY INC. would like to opportunity to meet and discuss our possible assistance. We believe we can save you as much as 2.5 billion of your allocated repair budgets, return customers to dealerships, and reclaim customer confidence, on several levels.

CLEANER AIR TECHNOLOGY INC. beginning profile needing Infrastructure costs:

- \$1.6 billion in InterCharger product
- \$386 million for 2,500 office staff for 10 offices per state x 50 states for two years
- \$330 million in software
- \$300 million for Installer payroll for 2,850 Installers for two years
- \$71.25 million for 2,850 company vehicles (VW)
- \$60 million for 3,000 emission testers
- \$32.5 million C.A.T. Inc. insurance for two years
- \$14.4 million for recalibration of 3,000 emission testers over two years
- \$14.25 million for Installer training/refresher training over two years
- \$10 million for office/training space (x10) locations per state (x50) states
- \$10 million for office infrastructure (x10) locations per state (x50) states
- \$10 million for office staff/logistics/supplies/misc expenses (x10) x50 states
- \$7 million for commercial vehicle insurance for 2 years
- \$3 million for scan tool software injection

Total cost to underwrite VW emission repairs-----	\$2,835,400,000
Total VW emission contract-----	\$5,670,800,000
Bottom offer-----	\$4,885,400,000
Net profit-----	\$2,114,600,000

C.A.T. Inc. Action Plan:

- 57 Installers per state will install 9,280 units per month@ 1 unit per hour (10,944 units max) productivity
- 111,360 units per year per state (131,328 max.) productivity
- 5,568,000 units per 50 states (6,566,400 max) productivity
- Total installation of 11 million vehicles on time, on budget (with projected 2 months to spare).

Address: 1127 Preston Street, Rockford, IL 61102 **Email:** extend.mpg.now@gmail.com **Website:** <http://extendmpgnow.wix.com/catinc>

Labor and Tools for Labor:

- 2,850 installers @ 50k
- 3,000 emissions testers (60 per state) per 50 states-- (w/150 reserves)
- 3,000 scan tools for software injection (w/150 reserves)

CLEANER AIR TECHNOLOGY INC. Q1 ending profile:

- First quarter expenses-----\$321,850,000
- First quarter reserves after expenses prorated at 6 month intervals---\$387,000,000

Customer Profile:

VW repair budget--7 billion = 6 months profit

Average (per month) **VW repair budget** = \$1,166,666,667

VW quarterly profit =3.5 billion

VW's projected profits over the next 2 years = 28 billion

The Deal:

Funds allocated **quarterly** to C.A.T. Inc. @ \$708,850,000 (61% of monthly VW repair budget, or 20% of quarterly profit).

Customer Reward:

VW's projected 28 billion profits over the next 2 years, expends 5 billion dollars quality repair expense,,

- While retaining and building integrity and customer confidence,
- Proven, reliable, and affordable emission reduction, with no reduction in fuel mileage,
- A possible gain in fuel mileage,
- While being first in the industry to use a paradigm-changing re-education model of engine maintenance.

TERMS: Contract review @ 6 month intervals based on production schedule.

On Time and On Budget benefit to VW: TBD



CLEANER AIR TECHNOLOGY INC.

Q1/Q8

Within 30 days of our contract:

- C.A.T. Inc. control of software
- C.A.T. Inc. control of hardware initiated
- C.A.T. Inc. training facilities acquired/setup
- C.A.T. Inc. labor pool for the first state complete/In training process
- C.A.T. Inc. inventory for first state in place/in process
- C.A.T. Inc. non-Illinois manufacturing locations narrowed
- C.A.T. Inc. distribution/logistical/supply pipeline initiated
- C.A.T. Inc. Policy/Procedure/Safety/Security/Ergonomic/WCM practices initiated

Within 60 days of our contract:

- C.A.T. Inc. software/hardware testing complete, certified, reported, delivered
- C.A.T. Inc. labor pool at training facilities continues
- C.A.T. Inc. inventory continues to flow to agreed locations
- C.A.T. Inc. manufacturing facilities continue to move online
- C.A.T. Inc. Infrastructure for production continues development
- C.A.T. Inc. HR infrastructure in place is subordinate to plant management
- C.A.T. Inc. productivity/safety/security/ergonomic/incentives developed

Within 90 days of our contract:

- 10.5 hours of production, produce 630 units per line per day
- 10 lines per manufacturing location produces 6,300 red units per day
- 37,800 units produced per 6 day week. 151,200 units per month
- 3 manufacturing facilities will produce 453,400 per month
- 5,443,200 units annually for two years to fulfill the job for Volkswagen Group AG

Larry Robertson Founder, CEO
Cleaner Air Technology Inc.
Founder/President/CEO

LanAv8r Transformations Inc. a Nevada charter company

<http://extendmpgnow.wix.com/catinc>

[815-540-5313](tel:815-540-5313) extend.mpg.now@gmail.com



CLEANER AIR TECHNOLOGY Inc.
1127 Preston Street, Rockford, IL 61102

September 23, 2015

Mr. Stefan Schüller
Executive Vice President of Group Quality
Volkswagen Group of America
2200 Ferdinand Porsche Drive
Herndon, VA 20171

Dear Mr. Schüller:

The Principals of CLEANER AIR TECHNOLOGY INC. have noted with great concern the need to address ways to implement Volkswagen's massive emission solutions. CLEANER AIR TECHNOLOGY INC. (C.A.T. INC.) would like the opportunity to meet and discuss our possible assistance in resolving this issue.

We represent a patented and proven product for the reduction of emissions over a sustained period of time. We are prepared to share the results obtained to date on this product.

Our current solution assessment indicates that to remedy approximately 11 million vehicles to continually reduce emission to acceptable CARB levels, we can provide your organization with a minimum 20% reduction in your projected costs (utilizing a scalable, C.A.T. INC. protocol), or more utilizing your existing manpower.

We recognize the sense of urgency in this matter, and we will be prepared to meet and layout our plan at your first opportunity.

Sincerely Submitted,

Larry Robertson
Founder, CEO and President
CLEANER AIR TECHNOLOGY INC.

Cc: Mr. Michael Horn, President and CEO

Phone: 815-540-5313

Email: extend.mpg.now@gmail.com

Website: <http://extendmpgnow.wix.com/catinc>
CARB VW Records 000082

From:
To: [Brown, Pati@ARB](mailto:Brown.Pati@ARB)
Subject: Re: VW diesel fix
Date: Thursday, January 21, 2016 2:26:47 PM

Thank you Pati.

I realize there's not much more you can tell me, besides what is already being publicized by CARB and EPA, but I thank you for your response regardless.

It's just that those set deadlines give me something to look forward to I think. Like everyone, I want this to be resolved as soon as possible.

Thank you for your kind birthday wish. It made me smile. :)

Sincerely,
Marcy.

Sent from my iPhone

> On Jan 20, 2016, at 11:16 AM, Brown, Pati@ARB <Pati.Brown@arb.ca.gov> wrote:
>
> Hello Marcy,
> Although ARB and EPA continue to be in discussions with VW there is no firm date on a new/revised recall plan submission or a lifting of the stop sales ban at this time. We post information for the public at: http://www.arb.ca.gov/msprog/vw_info/vw-diesel-info/vw-diesel-info.htm as it becomes available. VW also has a website as well: vwdieselinfo.com
> I hope your birthday is a happy one, regardless.
>
> Best,
> Pati Brown
>
> PATI BROWN
> OFFICE OF COMMUNICATIONS
> 916.323.1061 (desk) | 916.322.2990 (general)
>
>
> -----Original Message-----
> From:
> Sent: Monday, January 18, 2016 2:03 PM
> To: ARB (PIO) Public Information Office
> Subject: VW diesel fix
>
> Hi,
> I have been watching the news very closely in regards to the vw diesel emission cheat. I'm currently waiting to buy a 2015 vw golf diesel, that has been reserved for me but I am unable buy it until the stop sale ban has been lifted.
>
> It's my birthday on Saturday and nothing would make me happier than to be able to buy my new car that I have been dreaming of for over a year.
>
> Is there a deadline that vw has to resubmit a new recall plan? Since Jan 12, when their last proposal was rejected, there doesn't appear to be any follow up.
>
> Any information you can provide would be greatly appreciated.
>
> Thank you
> Marcy

>
> Sent from my iPhone

From:
To: [Clegern, David@ARB](mailto:Clegern.David@ARB)
Cc: [Brown, Pati@ARB](mailto:Brown.Pati@ARB)
Subject: Re: 3L Cayenne Diesel
Date: Monday, February 01, 2016 1:32:38 PM

Dave. Appreciate the info. Hope it works and I can buy one of these cars soon.

Rob

On Feb 1, 2016, at 10:52 AM, Clegern, David@ARB <dave.clegern@arb.ca.gov> wrote:

Robert,

We expect to receive details of Audi (and Porsche and VW)'s plan to recall vehicles for repair by tomorrow. We must then evaluate the plan in cooperation with US EPA. This will be done as quickly as possible.

Regards,
Dave Clegern

From: Robert
Sent: Saturday, January 30, 2016 5:22 PM
To: Clegern, David@ARB
Subject: 3L Cayenne Diesel

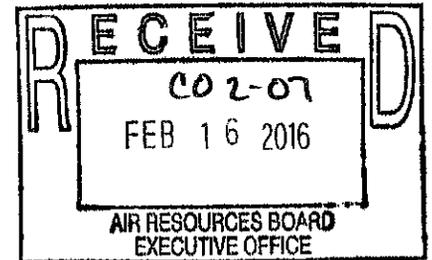
Hi Dave,
Do you know when dealerships will be able to sell the Cayenne Diesel again?

Thanks
Rob

John

February 10, 2016

Jean Shiimoto
Office of the Director
Department of Motor Vehicles
2415 1st Ave., Mail Station F101
Sacramento, CA 95818-2606



RE: VW Recall 2306

Dear Ms. Shiimoto,

I recently received the annual registration renewal notice for my 2013 Volkswagen SportWagen TDI (VIN) from the California Department of Motor Vehicles (DMV). The notice includes a directive that I must have the vehicle manufacturer perform recall 2306 before the DMV will complete this registration renewal. **I am writing to request that DMV waive the requirement to have this recall work performed.**

Media reports over the last year have indicated that recall 2306 was a failed attempt on the part of Volkswagen (VW) to deceive the California Air Resources Board (CARB) as to the nature of the emissions controls defeat device installed in my vehicle as well as other Volkswagen model year 2009 through 2016 TDI diesel vehicles. Although VW has indicated to vehicle owners that this recall is merely intended to avoid unnecessary illumination of the "check engine light" these media reports suggest that the recall actually modifies the defeat device in the affected engines to allow for increased EGR activity and therefore attempts to bring NOx emissions from these vehicles into compliance with CARB requirements. I understand that the failure of this recall to bring these vehicles into compliance is partly the cause of the current CARB enforcement actions against VW.

Even if increased EGR activity were the only result of the 2306 recall it would seem unreasonable on the part of the DMV to require this work prior to registration renewal given media reports that it does not actually bring these vehicles into emissions compliance. However, this requirement is *especially unreasonable* given that owners of these vehicles are reporting significant negative effects of this recall work on mileage and engine performance as well as possible involvement in the premature failure of delicate and

expensive engine and emissions components such as the turbocharger, the intercooler, and the diesel particulate filter.

I very much understand the need to bring these vehicles into emissions compliance and I am aware that CARB and VW are working on an ultimate resolution to this issue that may involve modifications to these vehicles or to their removal from use on public roads. However, the owners of these vehicles have already been the victims of massive consumer fraud on the part of VW. By requiring the 2306 recall work to be performed prior to registration renewal the DMV is acting to further VW's attempted deception of vehicle owners and CARB as well as placing vehicle owners at significant risk of suffering further damages. **Please waive the registration renewal requirement for this recall work.**

Sincerely,

John

cc: Mary D. Nichols - California Air Resources Board, Kamala D. Harris - Office of the Attorney General, Tony Thurmond - California Assembly, Loni Hancock - California Senate

John

February 10, 2016

Jean Shiomoto
Office of the Director
Department of Motor Vehicles
2415 1st Ave., Mail Station F101
Sacramento, CA 95818-2606



RE: VW Recall 2306

Dear Ms. Shiomoto,

I recently received the annual registration renewal notice for my 2013 Volkswagen SportWagen TDI (VIN) from the California Department of Motor Vehicles (DMV). The notice includes a directive that I must have the vehicle manufacturer perform recall 2306 before the DMV will complete this registration renewal. **I am writing to request that DMV waive the requirement to have this recall work performed.**

Media reports over the last year have indicated that recall 2306 was a failed attempt on the part of Volkswagen (VW) to deceive the California Air Resources Board (CARB) as to the nature of the emissions controls defeat device installed in my vehicle as well as other Volkswagen model year 2009 through 2016 TDI diesel vehicles. Although VW has indicated to vehicle owners that this recall is merely intended to avoid unnecessary illumination of the "check engine light" these media reports suggest that the recall actually modifies the defeat device in the affected engines to allow for increased EGR activity and therefore attempts to bring NOx emissions from these vehicles into compliance with CARB requirements. I understand that the failure of this recall to bring these vehicles into compliance is partly the cause of the current CARB enforcement actions against VW.

Even if increased EGR activity were the only result of the 2306 recall it would seem unreasonable on the part of the DMV to require this work prior to registration renewal given media reports that it does not actually bring these vehicles into emissions compliance. However, this requirement is *especially unreasonable* given that owners of these vehicles are reporting significant negative effects of this recall work on mileage and engine performance as well as possible involvement in the premature failure of delicate and

expensive engine and emissions components such as the turbocharger, the intercooler, and the diesel particulate filter.

I very much understand the need to bring these vehicles into emissions compliance and I am aware that CARB and VW are working on an ultimate resolution to this issue that may involve modifications to these vehicles or to their removal from use on public roads. However, the owners of these vehicles have already been the victims of massive consumer fraud on the part of VW. By requiring the 2306 recall work to be performed prior to registration renewal the DMV is acting to further VW's attempted deception of vehicle owners and CARB as well as placing vehicle owners at significant risk of suffering further damages. **Please waive the registration renewal requirement for this recall work.**

Sincerely,

John

cc: Mary D. Nichols - California Air Resources Board, Kamala D. Harris - Office of the Attorney General, Tony Thurmond - California Assembly, Loni Hancock - California Senate

From: Brown, Pati@ARB
To:
Subject: FW: Audi and VW Emissions Scandal
Date: Friday, November 06, 2015 1:25:00 PM
Attachments: [image001.png](#)

Hello Sunnie

Your question was forwarded to me for response.

Currently ARB, in coordination with EPA, is focusing on diesel vehicle emissions in Volkswagen AG family, not gasoline vehicles, unless emission irregularities appear. I am sorry to hear you have had difficulties with your vehicle. I know that's frustrating.

Best Regards,
Pati

PATI BROWN
OFFICE OF COMMUNICATIONS
916.323.1061 (desk) | 916.322.2990 (general)



From: ARB (ombcomm) Ombudsman Comments Account
Sent: Friday, November 06, 2015 11:20 AM
To: Brown, Pati@ARB
Subject: FW: Audi and VW Emissions Scandal

From:
Sent: Thursday, November 05, 2015 6:12 PM
To:
Subject: Audi and VW Emissions Scandal

Hello:

I would like to know if Audi vehicles have been researched at length? We bought a 2005 Audi A4 and it is not a diesel vehicle. However, it had MANY problems and the first had to do with the gas tank. They blamed us for months and then finally replaced the gas tank. The car is a lemon and so I would like to know for certain that you have researched it as well.

Thank you and please confirm.

Sunnie

From: Communications@EPA
To: Brown_Pati@ARB
Subject: FW: Claim #150755407: 2012 Jetta Sportwagen TDI
Date: Wednesday, November 18, 2015 11:00:01 AM
Attachments: [VW TDI Letter 11_5_2015.docx](#)

One for the file...

From: Dan
Sent: Tuesday, November 17, 2015 9:08 PM
To:
Cc: ; Communications@EPA; ;
Subject: Fwd: Claim # : 2012 Jetta Sportwagen TDI

I have not received any response from your group regarding the letter I sent on November 5th (below and attached). November 15th marked the 30th day since I stopped using my vehicle due to the emissions defect that your company *INTENTIONALLY* designed and installed on my vehicle prior to my purchase. This is an official demand to have my Jetta TDI repurchased immediately. I am incurring expenses due to the non use of this vehicle which your company is responsible for. California Code of Regulations Sections 2037, 2038 and 2039 require that an emissions related defect be repaired in a "reasonable period of time, not to exceed 30 days" as described in my earlier letter (below). This email is being sent to the California Attorney Generals office, the Orange County District Attorney's office and the Santa Ana City Attorney's office. The VIN number of my vehicle is and my claim number filed on October 1, 2015 with your company is . I expect a swift response.

Sincerely,
Dan

Sent from my iPad

Begin forwarded message:

From: Dan
Date: November 5, 2015 at 10:00:54 AM PST
To: "
Cc:
Subject: Claim # : 2012 Jetta Sportwagen TDI
Reply-To: Dan

Volkswagen Customer Retention Group
November 5, 2015
RE: Claim # : 2012 Jetta Sportwagen TDI

To Whom It May Concern;
I'm writing to your group in the hopes that I can get a resolution to my claim number

referenced above. I have been a lifelong VW and Audi fan, my other car is an Audi. With that said, I contacted VW Customer Care in September after receiving several letters and calls about filing various class action lawsuits regarding the TDI emissions scandal, I opened this dialog in the hopes that your company would treat me as respected customer and resolve this issue. During a call in September one of your representatives mentioned that there was a VW buyback program. On October 1, 2015 I filed a claim to have my Jetta bought back by VW. I was asked several questions about the car and was told that I would get an answer within a week, I received no call backs, each time I called back in I was told that "VW was still researching my vehicle" and that I would get information on the buyback the following week. This has gone on now for 5 weeks with no relevant information given to me. I bought my TDI for several reasons:

- Touted clean diesel emissions
- Fuel economy
- Performance
- Resale value
- Longevity
- Rear cargo space
- Brand loyalty

I am also an avid environmentalist; I've worked with the Sierra Club and other organizations to help pass the legislation that the car you sold was built to deceive... This really upsets me! Despite the fact that VW has told me that my car is safe to drive I have stopped driving as of 10/15. By driving this car I am violating laws that I voted to put in place, laws that I respect and feel should not just be pushed aside for the next few months or years while your company works on a solution to rectify my car. To add to this, my son has asthma, I spent the good part of last Tuesday in the ER because of an asthma attack. Although I cannot directly prove that this car is causing my son's asthma, your company cannot pretend to claim that my TDI is not making his asthma and others around worse by polluting 10-40 times what the law dictates is safe. I want this car out of my garage.

My wife and father are both Attorneys who really have little interests in wasting additional time filing an independent legal claim against VW for our grievance, but will if need be. I'm still hopeful that VW will buy back my TDI (an option your company brought to my attention) for the full purchase price I paid for it prior to 11/15. 11/15 is 30 days after I ceased to drive the vehicle due to the defective emissions equipment VW installed. California Code of Regulations Title 13 section 2039 states that emissions warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days. Your company has not met this requirement. My car left the lot in breach of this and several other warranties that protect California consumers. Your corporate acknowledgement of the intentional deception negates any claim that this problem was just discovered. In fact I brought my car into the dealership in April of this year as part of the "EMISSION SERVICE ACTION 2306-EMC Software" recall. Your recall noticed something about a glitch in the check engine light, and did not tell me that by conducting this software update you were trying to rectify this emissions issue without informing your customers. You also did not inform me or others that that recall would effect our fuel economy. I went on a long road trip a few weeks after the recall and noted a decline in fuel efficiency by 3-4 mpg. Any additional fix you perform on this car is likely to effect fuel efficiency, engine lifespan, performance and is likely to take up space within the rear cargo area for a urea system tank. I didn't buy the car with any of these changes in mind. Please contact me promptly with a resolution to this issue, I do not want to be told that your company is still "researching my vehicle."

Sincerely,
Dan

From: Estabrook, Katie@ARB
Sent: Sunday, March 13, 2016 6:33 PM
To: Nichols, Mary D. @ARB
Cc: Cliff, Steve@ARB; ARB Board Member Liaison; Stewart, Shannon@ARB; Corey, Richard@ARB; Ayala, Alberto@ARB
Subject: Comment Letter Re: California VW Diesel

Honorable Board members:

Forwarding the below public comment from Nate .

Katie Estabrook

Chair's Office
Air Resources Board
(916) 806-8003

From: Nate
Sent: Sunday, March 13, 2016 10:02 AM
To: ARB Board Member Liaison
Subject: California VW Diesel

Dear Board Members,

I read with great trepidation that the California Air Resource Board was contemplating allowing faulty (is that really the right word?) Volkswagen diesels on the road because a true fix might not be possible. This is quite possibly the worst idea I could think of, for a variety of reasons:

- My previous car was a Prius. I switched to the VW diesel under the promise of similar mileage and similar environmental benefits. Not forcing VW to solve the problem **100% condones fraud and sets a precedent for other car manufacturers to cheat without fear of serious repercussions.**
- A 'partial' fix will not meet California's stringent emissions standards. If the car pollutes at a 40x rate, and VW is allowed to partially fix the problem, what is acceptable? 20x? 10x? I suspect that the emissions standards were created with some sort of logic and allowing those to be thwarted is not good for the environment, residents, or California.
- It's not fair to the consumer. Whether the diesels are fixed with a urea injection addition (who pays for the urea and service going forward?) or a technological software update (if it was this easy, why wasn't it done years ago?), VWs will always carry a stigma, and these diesels especially, significantly harming their resale value.

One of the reasons I bought my diesel was because I was planning on owning it for several years and putting hundreds of thousands of miles on it. Without a proper fix, I do not know if I can do that in good conscious. I guess I could try and sell it with a partial fix but that does not alleviate the issue of selling a polluting car.

I believe strongly that in today's world, especially when dealing with large multinational companies, you have to hit them where it hurts: their pocketbook. In California, if not nationwide, VW should be forced to fix 100% the problem *they created* and absorb all the costs if there are ongoing costs as well as compensate consumers for the lost value in their cars, as well as perform environmental remediation for the additional emissions.

If they are incapable or unwilling to completely fix the cars, they need to buy them back at full-value or swap them out with similar cars with gasoline engines. I believe there is specific language within the California legal/emissions framework that provides for this, under the guise of an implied warranty. Whether this framework exists or not, the CARB needs to stand 100% with consumers and demand VW fix the problem 100%. Allowing these cars to continue driving and spewing emissions is unforgivable. The complaint that consumers across the country have against the federal government for allowing banks to continue to operate post-2008 will pale in comparison to the outcries that more liberal Californian's will have if this problem is allowed to persist.

Nate

California Native

T

M

From: Brown, Pati@ARB
To:
Subject: FW: Message from an Audi A3 diesel owner
Date: Friday, March 11, 2016 4:59:00 PM
Attachments: [image001.png](#)

Hello Ms. ,

Thank you for the very thoughtful email expressing your concerns regarding the current VW emissions situation. Be assured your thoughts will be shared with appropriate California Air Resources Board staff. California officials, along with the US Environmental Protection Agency are working to bring about a resolution that will hold the manufacturer accountable for its obligations. This includes efforts to ensure vehicle owners are not unreasonably impacted by any corrective measures developed by VW. The possibility of a buy back has been included in discussions.

Any consideration of a partial fix was a reference primarily about why CARB would have to think very carefully before even considering such an option. Dr. Sax, who was quoted, also made the point that were CARB to consider such an opinion VW would have to mitigate any continuing environmental harm caused by non-compliant vehicles remaining on the road. As you note, the people like yourself, that bought the vehicles are committed to clear air and truly believed what VW was saying. Be assured that CARB will push very hard to see an outcome that reflects these principles.

As new information becomes available, we will update our VW investigation information webpage located at http://www.arb.ca.gov/msprog/vw_info/vw-diesel-info/vw-diesel-info.htm

Thank you again for your email and concern,

Pati Brown

PATI BROWN, MANAGER
OFFICE OF COMMUNICATIONS
AIR RESOURCES BOARD | CHAIR'S OFFICE
916.323.1061 (desk) | 916.322.2990 (general)



From: Nina
Sent: Friday, March 11, 2016 11:25 AM
To: Corey, Richard@ARB
Subject: Message from an Audi A3 diesel owner
Importance: High

Hello Mr. Corey,

Yesterday I read several media outlets that reported on your position that not all the VW diesels could be fully fixed and that the remedy was to leave them on the road for their "useful" life. As an owner of a 2010 A3 TDI, I strongly object to this "solution" to the problem.

I think that CARB should represent the environment and the owners, not VW. Your solution seems focused on VW rather than on the environment and the owners. VW knowingly defrauded owners and CARB and the EPA when it sold these cars as being clean diesel. This is the main reason that I bought my car. Prior to the Audi I owed a camera hybrid which I sold because it was too large for me. I would not have bought a dirty car EVER. Gas mileage and clear air are important to me above all else when buying a car. Your solution means that I have to drive a dirty car or buy another with the financial burden totally on me for the deception knowingly taken by VW.

The solution that you suggest does nothing to protect the environment. And it places the burden of reduced asset values on the owners of the cars. The prime BAD actor in this story is VW. I cannot understand a solution whose primary value seems to be to protect VW financially. Surely this sends the wrong message to other car makers and industries who intend to cheat rather than comply with CARBs requirements.

Please explain the rationale for the solution publically because I know that all TDI owners are very confused by your public statement.

Regards,

Nina

From: Brown, Pati@ARB
To: [Lourenco, Jackie@ARB](mailto:Lourenco.Jackie@ARB); [Mahmood, Adil@ARB](mailto:Mahmood.Adil@ARB)
Cc: [Lemieux, Sharon@ARB](mailto:Lemieux.Sharon@ARB)
Subject: FW: Recall
Date: Tuesday, January 19, 2016 4:54:00 PM

Hello Jackie and Adil

I received another call from a VW owner. Her VW is registered in CA though she is in a military family and not currently in state.

They are having trouble registering their vehicle as the DMV has told her it's under recall. I suspect this is the December recall issue.

Not being an expert, I defer to you all. The VIN # is below.

Many thanks,
Pati

PATI BROWN
OFFICE OF COMMUNICATIONS
916.323.1061 (desk) | 916.322.2990 (general)

-----Original Message-----

From: Jenifer
Sent: Tuesday, January 19, 2016 4:19 PM
To: Brown, Pati@ARB
Subject: Recall

2013 VW Passat

Thank you for your help

Sent from my iPhone
Jenifer

From: Brown, Pati@ARB
To:
Subject: FW: Volkswagen TDI
Date: Thursday, March 10, 2016 2:56:00 PM
Attachments: [image001.png](#)

Hello Mr.

Thank you for your email message expressing your concerns about your Volkswagen diesel vehicle. As you are probably aware the California Air Resources Board rejected VW's [recall plan](#) for 2.0 TDIs as it was found substantially deficient and issued a [Notice of Violation](#).

California officials, along with the US Environmental Protection Agency are working to bring about a resolution that will hold the manufacturer accountable for its obligations. This includes efforts to ensure vehicle owners are not unreasonably impacted by any corrective measures developed by VW. A possible buy back is part of that discussion.

Let your club members know as new information becomes available, we update our VW investigation information webpage located at http://www.arb.ca.gov/msprog/vw_info/vw-diesel-info/vw-diesel-info.htm Thank you again for contacting CalEPA and the Air Resources Board,

Best Regards,
Pati Brown

PATI BROWN, MANAGER
OFFICE OF COMMUNICATIONS
AIR RESOURCES BOARD | CHAIR'S OFFICE
916.323.1061 (desk) | 916.322.2990 (general)



From: Jonathan
Sent: Wednesday, March 09, 2016 5:58 PM
To: Communications@EPA
Subject: Volkswagen TDI

Dear CARB,

Tell Mary Nichols that if CARB doesn't force Volkswagen to buy back my TDI then I vow to extend the life of the vehicle indefinitely and pollute as much as possible out of spite. I will instruct my fellow TDI owners in all California TDI clubs to follow suit. CARB has been too soft in this whole ordeal. It's time to enforce the law. CARB should be ashamed of itself, this is downright disgraceful.

Sincerely,
Jonathan

Sent from my T-Mobile 4G LTE Device

From: Brown, Pati@ARB
To:
Subject: FW: VW Emissions Cheating on TDI cars
Date: Tuesday, February 09, 2016 5:34:00 PM

Hello Mr.

Thank you for your message expressing your concerns about your Volkswagen diesel vehicle.

Your vehicle remains legal to drive. California officials, along with the US Environmental Protection Agency are working to bring about a resolution that will hold the manufacturer accountable for its obligations. This includes efforts to ensure vehicle owners are not unreasonably impacted by any corrective measures developed by VW.

As new information becomes available, we will update our VW investigation information webpage located at www.arb.ca.gov/msprog/vw_info/vwdieselinfor.htm

Best Regards,
Pati Brown

PATI BROWN
OFFICE OF COMMUNICATIONS
916.323.1061 (desk) | 916.322.2990 (general)

-----Original Message-----

From:
Sent: Monday, February 08, 2016 1:08 PM
To: Young, Stanley@ARB; Welch, Virgil@ARB; Corey, Richard@ARB; Communications@EPA
Subject: VW Emissions Cheating on TDI cars

When a car that I'm driving fails a smog test due to a fault in the car, I'm prevented from licensing (and using) that car till I fix it to pass the smog test.

Why are you allowing VW to allow their customers to keep driving these polluting cars? Why aren't you forcing VW to take these cars off of the roads in California?

I own a 2014 VW TDI JettaWagen which I bought in June 2014. It appears to me that the car was sold during the time that VW knew that their cars were illegal to be sold in California and the USA.

Why aren't you forcing VW to take these cars off of the roads?

I await your answer.

Vipin

From: Brown, Pati@ARB
To:
Bcc: Communications@EPA (CEPAComm@CALEPA.ca.gov); Young.Stanley@ARB
Subject: FW: VW emissions scandal
Date: Thursday, October 01, 2015 11:08:00 AM
Attachments: [image001.png](#)

Hello Eric

Your email was forwarded to me for response.

I can tell you that your car is legal to drive and that the Air Resources Board is currently working with Volkswagen on a fix. Once this happens affected cars will be recalled. If you would like to contact Volkswagen directly, they have set up a website to inform their customers. www.vwdieselinfo.com .

Kindest Regards,

Pati Brown

PATI BROWN

OFFICE OF COMMUNICATIONS

916.323.1061 (desk) | 916.322.2990 (general)



From: Communications@EPA [<mailto:CEPAComm@CALEPA.ca.gov>]

From: Eric
Sent: Tuesday, September 22, 2015 1:09 PM
To: Communications@EPA
Subject: VW emissions scandal

To whom it may concern, this in regards to the VW emissions scandal. My question is, "If VW could not get there diesel emissions level to meet with California's air standards before the scandal, and that is why they choose to go with cheating software to meet the California emissions standard, who's to say the current recall is going to address the current emissions problems. I am a VW tdi owner, but if is the case, the car that VW advertised is not the car I bought. I've been lied to about everything about the car. If they can't meet the performance numbers they advertised and mpg then they should but back every car. I dont know what to do and who to contact please help me out and who to contact. Thank you Eric

From: Brown, Pati@ARB
To:
Bcc: Communications@EPA (CEPAComm@CALEPA.ca.gov); Young.Stanley@ARB
Subject: FW: VW Recall
Date: Thursday, October 01, 2015 11:17:00 AM
Attachments: [image001.png](#)

Hello Conchita,

We appreciate your support of our regulations. Do know that the vehicle is safe and legal to drive. The California Air Resources Board and Volkswagen are working on a fix for cars currently affected. Once that is in place Volkswagen will recall the cars. Volkswagen has provided a website for the public regarding the situation and ways to contact Volkswagen for further information.

www.vwdieselinfo.com.

Kindest Regards,

Pati Brown

PATI BROWN

OFFICE OF COMMUNICATIONS

916.323.1061 (desk) | 916.322.2990 (general)



From: Communications@EPA [<mailto:CEPAComm@CALEPA.ca.gov>]

Subject: FW: VW Recall

From:
Sent: Tuesday, September 22, 2015 10:14 PM
To: complianceinfo@epa.gov; Communications@EPA
Subject: VW Recall

My family and I are unsure to whom to address our concerns about the recent VW violation of the Clean Air Act, but your agencies seemed to be a good place to start.

Our family cares deeply about the environment. Unfortunately, we also have to drive cars to get to work/school/activities. In 2008, with all of this in mind, we happily purchased a 2009 VW SportWagen. We bought this car ONLY because at the time we purchased the car we believed it had one of the cleanest engines on the market with the best fuel economy. We also needed a family sized car to accommodate our growing family. We still have this car and have driven it over 70,000 miles. We told our family and friends about this car, and some loved our stories so much that they went and purchased the same vehicle. One of us even held off on getting a work-issued vehicle for 2 years because the fleet options they presented had lower fuel economy than the VW we owned and we wanted to stay true to our principles.

To say we are angry about VW's deception and fraudulent acts is to understate our feelings. When we read about how much pollution the car we have been driving actually emits, we are ashamed we ever purchased this car. When we think about our child who has asthma, or our

mom who has COPD being affected by the air quality due to the actions of VW, we are incensed. It is clear that VW cares nothing about the environment, governmental regulation, and consumers.

We now have a vehicle that we do not want to drive, that emits pollution we knew nothing about and that we are unlikely to be able to sell to anyone (or would want to) in order to allow us to purchase a different vehicle.

While we understand that forcing VW to take these cars back is a drastic action, we think this is a remedy that should be sought in this case. We also think that the individuals who made the decision to defraud consumers, affect air quality and make profits at the expense of the trusting public should be prosecuted to the fullest extent of the law and made to pay for this.

We are grateful for government institutions such as yours at times like these. Your oversight and police powers are critical to ensure that VW, and any future bad actors, does not get away with this. However, it is important to ensure that consumers who do not want these dirty diesel vehicles are not forced to keep something they never purchased.

Please force VW to take these vehicles back and make consumers whole for their criminal actions.

Thank you,

The family

From: Brown, Pati@ARB
To:
Subject: Information on VW litigation per your request
Date: Monday, January 25, 2016 3:14:00 PM
Attachments: [image001.png](#)

Hi Megan

Per your request I am sending the informational website on the multidistrict litigation regarding VW. I hope this is helpful. <http://www.cand.uscourts.gov/crb/vwmdl>

Best Regards,

Pati Brown

PATI BROWN, MANAGER

OFFICE OF COMMUNICATIONS

AIR RESOURCES BOARD | CHAIR'S OFFICE

916.323.1061 (desk) | 916.322.2990 (general)



From: Brown, Pati@ARB
To: "Wayne"
Subject: RE: 2012 VW Golf TDi - request timeline for repairs or compliance
Date: Tuesday, February 16, 2016 11:45:00 AM
Attachments: [image001.png](#)

Mr. ,

My apologies regarding the web address. It was slightly changed on Friday by our IT division. The current address is : http://www.arb.ca.gov/msprog/vw_info/vw-diesel-info/vw-diesel-info.htm

Regarding the deadline, there is no "date" deadline at this time. ARB, US EPA and Volkswagen remain in discussions until resolution is reached. Again, ARB and US EPA are committed to an expeditious process, but it is a very complex matter as you know.

Best,
Pati

PATI BROWN
OFFICE OF COMMUNICATIONS
916.323.1061 (desk) | 916.322.2990 (general)



From: Wayne
Sent: Saturday, February 13, 2016 9:37 AM
To: Brown, Pati@ARB
Subject: RE: 2012 VW Golf TDi - request timeline for repairs or compliance

That webpage said "Document not found".

I just want to know if VW has a DEADLINE, or if it is just an OPEN ENDED agreement.

Wayne

From: Pati.Brown@arb.ca.gov
To:
Subject: RE: 2012 VW Golf TDi - request timeline for repairs or compliance
Date: Fri, 12 Feb 2016 01:00:28 +0000

Hello Mr.

Thank you for your thoughtful message expressing your concerns and frustrations about your Volkswagen diesel vehicle. Be assured it has been shared with appropriate staff here at the Air Resources Board. California officials, along with the US Environmental Protection Agency are currently working to bring about a resolution that will hold the manufacturer accountable for its obligations. This includes efforts to ensure vehicle owners are not unreasonably impacted by any corrective measures developed by VW. This may include buybacks.

Discussions are ongoing and it's ARB's desire for an expeditious resolution and has communicated as such to Volkswagen. As new information becomes available, we will update our VW investigation information webpage located at www.arb.ca.gov/msprog/vw_info/vwdieselinfo.htm .

Kindest Regards,
Pati Brown

PATI BROWN
OFFICE OF COMMUNICATIONS
916.323.1061 (desk) | 916.322.2990 (general)



From: Wayne
Sent: Sunday, February 07, 2016 4:02 PM
To: Hebert, Annette@ARB
Subject: 2012 VW Golf TDi - request timeline for repairs or compliance

Dear Ms. Hebert,

My name is Wayne Koga and I am the owner of a MY 2012 Gen 1 Volkswagen Golf TDi.

This car is part of the group of vehicles which is probably the least likely to be repaired. As such, I am very anxious to find out what plan of action VW is going to take to repair or replace my car. After I discovered the fraud by Volkswagen on it's TDi vehicles, I immediately went to my local VW dealer to see if I could trade in my car on another VW product which passes US EPA and CARB regulations. My VW dealer told me that they will not make me an offer for fear that they would insult me with the reduced value of my Golf. I tried to trade in my car at other dealerships and was met with similar results. At one location, I was actually told that they had a ban on purchasing VW TDi's!

So here is my dilemma and a few questions for you:

It has been 6 months since Volkswagen admitted to the fraud. It has also been 6 months which they have had to come up with a solution. Their most recent solution was rejected by the CARB and EPA! Since there has been virtually NO additional information given to the public, the only thing I can assume is that Volkswagen is unable to make their cars comply with emissions regulations.

Does the EPA and CARB have the authority to force VW to recall or **buyback** the cars which do not comply with regulations?

Has VW been given **another deadline** to resubmit their proposal to make their cars comply? When is that?

Or have they simply been given an open ended timeline? If left to their own devices, VW could certainly take YEARS to provide a fix.

I have not seen any new deadlines set by CARB or EPA.

I think the public deserves to be made aware of any new deadline, and that the EPA and CARB need to draw a line in the sand.

If VW does not satisfy requirements by a certain date, then they MUST recall or buyback the vehicles which fail to comply.

I am normally a patient man, but as I see it VW is STALLING. I am becoming angry that I cannot trade or sell the car. Everybody talks about "the car is still safe to drive", which is true. But the car is still an investment which continues to depreciate every day. If I could unload it, I would. But I cannot afford to take the huge loss. I am being offered pennies on the dollar, and so I am stuck with the car.

Thank You,

Wayne

From: Brown, Pati@ARB
To:
Subject: RE: ARB Volkswagen Investigation
Date: Friday, March 11, 2016 4:50:00 PM
Attachments: [image001.png](#)

Hello Mr.

Thank you for your thoughtful email expressing concerns regarding the current VW emissions situation. Be assured your thoughts will be shared with appropriate California Air Resources Board staff. California officials, along with the US Environmental Protection Agency are working to bring about a resolution that will hold the manufacturer accountable for its obligations. This includes efforts to ensure vehicle owners are not unreasonably impacted by any corrective measures developed by VW. The possibility of a buy back has been included in discussions.

Any consideration of a partial fix was a reference primarily about why CARB would have to think very carefully before even considering such an option. Dr. Sax, who is quoted, also made the point that were CARB to consider such an opinion VW would have to mitigate any continuing environmental harm caused by non-compliant vehicles remaining on the road. As you note, the people that bought the vehicles are committed to clear air and truly believed what VW was saying. Be assured that CARB will push very hard to see an outcome that reflects these principles.

As new information becomes available, we will update our VW investigation information webpage located at http://www.arb.ca.gov/msprog/vw_info/vw-diesel-info/vw-diesel-info.htm

Thank you again for your email and your support of our efforts,

Pati Brown

PATI BROWN, MANAGER
OFFICE OF COMMUNICATIONS
AIR RESOURCES BOARD | CHAIR'S OFFICE
916.323.1061 (desk) | 916.322.2990 (general)



-----Original Message-----

From: cristian
Received: Thursday, 10 Mar 2016, 12:06PM
To: Sax, Todd@ARB [todd.sax@arb.ca.gov]
Subject: ARB Volkswagen Investigation

On September 18, 2015 the California Air Resources Board (CARB) and U.S. EPA notified Volkswagen

that the company is in violation of state and federal vehicle emissions rules. Six months later there has not been a viable solution, in the meanwhile more than 82,000 vehicles affected by VW malicious actions continue to operate in the state which is well known and respected for being on the forefront for reducing emissions, climate pollutants, and greenhouse gas.

Recently a story by Rory Carroll of the Business insider quoted you saying, "We will have to decide what the best approach is to dealing with these vehicles, and one of the options potentially would be to accept something less than a full fix." Mr. Sax I understand that VW is a powerful international company with access to vast resources. However, as Chief of CARD entrusted with the mission to protect the environment and public health and provide safe, clean air to all Californians I am filled with great sadness and disappointment by your comment that a potential option is to accept "something less than a full fix."

I have to agree with State Senator Jim Beall who said that allowing partially-repaired cars to continue driving on California roads raises several "moral dilemmas." I understand that the decision has not yet been made and discussions with VW are ongoing. I urge you in good conscience and as a fellow Californian that accepting something less than a full fix should not be an option. This overt criminal act by VW violates a multitude of state laws that govern consumer affairs and emissions control to name a couple.

One last thought; I don't presume to know the totality of the issue you are facing now by VW careless actions. I would like to thank you for facing this issue in behalf of the state of California and its residents. I understand that a balance between pragmatism and ideology needs to be struck; but overall a just and fair resolution is required, and "something less than a full fix" is not just or fair.

Best Regards,

Cristian

From:
To: [Brown, Pati@ARB](mailto:Brown.Pati@ARB)
Subject: Re: Attn: Secretary Rodriquez - VW emissions cheating
Date: Tuesday, December 08, 2015 12:46:34 PM

Thank you.

Have a great holiday!

Chip

> On Dec 8, 2015, at 10:46 AM, Brown, Pati@ARB <Pati.Brown@arb.ca.gov> wrote:

>

> Mr. ,

> Thank you for sharing your concerns about Volkswagen.

> Let me assure you your email has been sent to the appropriate staff here at the California Air Resources Board regarding your thoughts on this issue.

> Best Regards,

> Pati Brown

>

> PATI BROWN, MANAGER

> OFFICE OF COMMUNICATIONS

> AIR RESOURCES BOARD | CHAIR'S OFFICE

> 916.323.1061 (desk) | 916.322.2990 (general)

>

>

>

> -----Original Message-----

> From: Richard

> Sent: Sunday, December 06, 2015 10:16 AM

> To: Communications@EPA

> Subject: Attn: Secretary Rodriquez - VW emissions cheating

>

> Dear Secretary Rodriquez,

>

> I'm a resident of Healdsburg, CA and the owner of a VW Jetta Diesel affected by the recent emissions scandal.

>

> I am writing with regard to the recent cheating by Volkswagen on emissions compliance. Over the last 20 years, I have purchased or leased three Audi A6's, purchased a Porsche and purchased a 2010 Jetta diesel that had the "defeat" capabilities installed. I will never again purchase or lease a VW group product. I have written to the VW CEO to tell him so.

>

> I purchased the Jetta because it offered great utility and high mileage while complying with the most stringent emissions standards. As you are no doubt aware, federal tax credits were granted for Jetta purchases due to its reported high mileage and low emissions. Like many people, I am concerned about climate change and am seeking to reduce my carbon footprint.

>

> The behavior of VW in cheating on emissions standards was and continues to be inexcusable. VW has not been transparent or accountable in this matter. They are guilty of consumer fraud and violating EPA and CARB regulations. They must be prosecuted and held fully accountable in both areas.

>

> I would like to propose a simple solution that benefits both the government and the consumer. I understand from the press that the EPA can fine VW something slightly in excess of \$30,000 for each car that violated its regulations. Since VW fraudulently sold me a car, I would like it to buy it back from me at its purchase price. I believe this was around \$28,000. So, VW should offer to buy back the offending cars from their original owners for the purchase price. If the owner agrees to that, VW should not be subject to the EPA fine. If the owner does not agree to that, then VW should have to pay the

EPA fine. Once VW has purchased the car, it must retrofit it to meet US emissions requirements if it is going to resell it in the US. It should also re-imburse the govt. for the tax credits claimed by the purchasers under false information provided by VW.

>

> While this resolution might deprive the U.S. Government of some revenue from the fines, I believe it is a just resolution for consumers who were fraudulently sold a car whose false claims were not detected by an insufficiently rigorous EPA testing methodology.

>

> Sincerely,

>

> Richard

>

>

>

>

From: [Sardar, Satya@ARB](mailto:Sardar.Satya@ARB)
To: [Brown, Pati@ARB](mailto:Brown.Pati@ARB); [Lemieux, Sharon@ARB](mailto:Lemieux,Sharon@ARB); [Lourenco, Jackie@ARB](mailto:Lourenco,Jackie@ARB); [Clegern, David@ARB](mailto:Clegern,David@ARB); [Wong, Jeffrey@ARB](mailto:Wong,Jeffrey@ARB)
Subject: RE: December VW recall
Date: Wednesday, January 13, 2016 9:26:43 AM
Attachments: [image001.png](#)

Hi Pati,
I will call him and get the VIN number and other information.
Thanks,
Satya

From: Brown, Pati@ARB
Sent: Wednesday, January 13, 2016 9:24 AM
To: Lemieux, Sharon@ARB; Lourenco, Jackie@ARB; Clegern, David@ARB; Sardar, Satya@ARB; Wong, Jeffrey@ARB
Subject: RE: December VW recall

Hi Sharon
I am the one who talked to the caller. He has already received his notice with an August date and is curious why he is getting a recall notice and why at only two years old he has to smog test to renew his registration . If we need the VIN I will ask him, or if you all want to call direct his name is Larry

Pati

PATI BROWN
OFFICE OF COMMUNICATIONS
916.323.1061 (desk) | 916.322.2990 (general)



From: Lemieux, Sharon@ARB
Sent: Tuesday, January 12, 2016 6:04 PM
To: Lourenco, Jackie@ARB; Clegern, David@ARB; Sardar, Satya@ARB; Wong, Jeffrey@ARB
Cc: Brown, Pati@ARB
Subject: RE: December VW recall

Dave,

Can the owner provide a VIN number? This way we can make sure we let him know once recall is applicable to his vehicle. Otherwise we can give you the recall campaign number on the ones still open for the 2.0L.

From: Lourenco, Jackie@ARB
Sent: Tuesday, January 12, 2016 5:29 PM
To: Clegern, David@ARB; Lemieux, Sharon@ARB; Sardar, Satya@ARB
Cc: Brown, Pati@ARB
Subject: RE: December VW recall

Sharon or Satya can best answer that question.

Jackie
626.450.6152

From: Clegern, David@ARB
Sent: Tuesday, January 12, 2016 3:38 PM
To: Lourenco, Jackie@ARB
Cc: Brown, Pati@ARB
Subject: December VW recall

Hi Jackie,

Do you have the number and any information on VW's December voluntary recall? We have a guy who is leasing a 2.0l diesel and is being told he needs a repair before he can pass smog and I suspect it was the December issue.

Thanks,
Dave Clegern
California Air Resources Board
Public Information Officer
Climate Change Programs
916.322.2990
dclegern@arb.ca.gov

From:
To: Brown.Pati@ARB
Cc:
Subject: Re: Please stop the VW pollution and fraud
Date: Tuesday, January 26, 2016 4:14:02 PM

Hi Pati,

Thank you for taking the time to reply to my original message to Mary Nichols. I do hope there is an update in the coming weeks. I'm less than a year away from finishing my lease on the vehicle and frankly, I don't want to keep it but I also don't want VW to profit from their fraud and their deliberate harm to our environment. I hope there will be relief for drivers like myself who don't care if VW fixes the vehicle; they have damaged the reputation of their company, lost consumer trust but also made money from their crime.

Thanks again for the information to the web pages. I'll be watching and reading for any updates.

Sincerely,

Scott

On Jan 26, 2016, at 3:24 PM, Brown, Pati@ARB
<Pati.Brown@arb.ca.gov> wrote:

Hello Mr. ,

Thank you for your thoughtful email regarding the situation with VW and your diesel vehicle.

California officials, along with the US Environmental Protection Agency are working to bring about a resolution that will hold the manufacturer accountable for its obligations, both to the consumer and to public health. This includes efforts to ensure vehicle owners are not unreasonably impacted by any corrective measures developed by VW.

As new information becomes available, we will update our VW investigation information webpage located at www.arb.ca.gov/msprog/vw_info/vwdieselinfo.htm

One or more of the issues you raised will likely be addressed as part of ARB's ongoing investigation or in consumer actions filed in federal court. You can find out more about the consumer actions at <http://www.cand.uscourts.gov/crb/vwmdl>.

Thank you again for your message and your concern.
Pati Brown

Pati Brown, Manager
Office of Communications
Air Resources Board | Chair's Office
916.323.1061 (desk) | 916.322.2990 (general)

[<image001.png>](#)

From: Scott
<
Date: January 25, 2016 at 8:18:37 AM
PST
To: <mary.nichols@arb.ca.gov>
Cc: Scott
Subject: Please stop the VW pollution
and fraud

Hi,

It's the end of January 2016 and no real progress on stopping VW drivers from polluting their own communities with dirty diesel emissions. VW needs to offer drivers a return plan ASAP. Where is the action to make this happen and clean up our air in California? What is your organization doing to help the actual VW drivers who have been defrauded and victimized by a foreign corporation? VW's assets should be frozen in this country. It's outrageous that they continue to collect my money in the form of lease payments to drive their polluting TDI clean diesel.

Please make a public statement soon and let us know what you're doing to clean up our air today.

Scott

Vehicle:
2014 JETTA SEDAN 2.0L TDI
VIN:

From: [Mahmood, Adil@ARB](mailto:Mahmood.Adil@ARB)
To: [Brown, Pati@ARB](mailto:Brown.Pati@ARB)
Cc: [Lemieux, Sharon@ARB](mailto:Lemieux.Sharon@ARB)
Subject: RE: VIN # request
Date: Thursday, February 11, 2016 2:40:58 PM
Attachments: [image001.png](#)

Hi Pati, the vehicle owner simply just didn't have the recall repair work performed yet. I told him to visit a dealership to have the work performed and to make sure that he submits the proof of correction certificate to the DMV with his registration renewal documents to ensure that his registration hold is removed in time for his March renewal date. I'll let you know if he has any other problems and calls me back.

Thanks,
Adil

From: Brown, Pati@ARB
Sent: Thursday, February 11, 2016 9:57 AM
To: Mahmood, Adil@ARB
Cc: Lemieux, Sharon@ARB
Subject: VIN # request

Hi Adil
Another uncertain VW TDI owner:

Jon

VIN

Many thanks,
Pati

PATI BROWN, MANAGER
OFFICE OF COMMUNICATIONS
AIR RESOURCES BOARD | CHAIR'S OFFICE
916.323.1061 (desk) | 916.322.2990 (general)



From: Mahmood.Adil@ARB
To: Brown.Pati@ARB
Cc: Lemieux.Sharon@ARB
Subject: RE: Vin# look up request
Date: Monday, February 01, 2016 4:29:47 PM
Attachments: [image001.png](#)

Hi Pati, I spoke with the vehicle owner and VW. VW confirmed that the vehicle owner recently had the recall repair work performed on his vehicle at the end of December. Often times it can take up to a little over a month for the DMV to remove a registration hold as VW lets them know which holds to remove on a monthly basis. I told the vehicle owner that he should not have a problem registering now if he sends in his proof of correction certificate to the DMV. He will be doing so. I don't anticipate any other problems for him registering his vehicle, but I've asked him to contact me if there are any other issues. I'll let you know if anything else comes up regarding this case.

Thanks,
Adil

From: Mahmood, Adil@ARB
Sent: Monday, February 01, 2016 11:58 AM
To: Brown, Pati@ARB
Cc: Lemieux, Sharon@ARB
Subject: RE: Vin# look up request

I'll go ahead and contact the vehicle owner. I'll let you know the outcome once the issue is resolved.

Thanks,
Adil

From: Brown, Pati@ARB
Sent: Monday, February 01, 2016 11:53 AM
To: Mahmood, Adil@ARB
Cc: Lemieux, Sharon@ARB
Subject: Vin# look up request

Hi Adil

I have another caller, Jeffery _____, Vin _____ . DMV denying registration on this Diesel Jetta without a "letter". Guessing it might be part of that earlier recall.

I can call him back or if you want to, the number is _____ .

Thanks,
Pati

PATI BROWN, MANAGER
OFFICE OF COMMUNICATIONS
AIR RESOURCES BOARD | CHAIR'S OFFICE
916.323.1061 (desk) | 916.322.2990 (general)



From: [adam](#)
To: [Brown, Pati@ARB](mailto:Brown.Pati@ARB)
Subject: Re: Volkswagen Diesel Emissions Complaint
Date: Thursday, February 11, 2016 4:52:02 PM
Attachments: [image001.png](#)

Thanks very much for your note, and for sharing my letter.

All the best,
-Adam

From: "Brown, Pati@ARB" <Pati.Brown@arb.ca.gov>
To: >
Sent: Thursday, February 11, 2016 3:17 PM
Subject: RE: Volkswagen Diesel Emissions Complaint

Hello Mr. ,

Thank you for your thoughtful message expressing your concerns about your Volkswagen diesel vehicle, your family, the environment and your support of Air Resources Board's ongoing efforts. Be assured it has been shared with appropriate staff here at ARB. California officials, along with the US Environmental Protection Agency are working to bring about a resolution that will hold the manufacturer accountable for its obligations. This includes efforts to ensure vehicle owners are not unreasonably impacted by any corrective measures developed by VW. This may include buybacks.

As new information becomes available, we will update our VW investigation information webpage located at www.arb.ca.gov/msprog/vw_info/vwdieselinfo.htm . Per the request of the public we have also included the multi-district litigation website link on our VW Diesel FAQs.

Kindest Regards,
Pati Brown

PATI BROWN
OFFICE OF COMMUNICATIONS
916.323.1061 (desk) | 916.322.2990 (general)



From: adam
Sent: Wednesday, February 10, 2016 12:04 PM
To: Communications@EPA
Subject: Volkswagen Diesel Emissions Complaint

To Whom It May Concern:

I am the original owner of a 2012 Volkswagen Jetta Sportwagen TDI, one of the cars affected by Volkswagen diesel emissions scandal. My wife and I bought this car in February 2012, two weeks after we had our second child. We paid \$2,400 extra for the diesel version of the wagon. We knew we wouldn't earn that money back in fuel savings,

as we drive less than 6,000 miles per year (our current odometer reading is just under 20,000). Rather, we did it because we believed it was the right thing to do. We wanted to use less fossil fuels by driving a highly fuel efficient clean diesel vehicle.

We were, and are, shocked and angry that Volkswagen lied to us. Efficiency, yes. Clean diesel, no. As consumers, it's hands-down the worst offense any company has ever committed on us. The car cost us almost \$30,000 out the door. Now what?

I just began hearing rumors that Volkswagen may be buying back cars, and/or that the compensation for owners would be "very generous." Here's what I think: I want my money back. I don't want my car to be in the shop for a week while they figure out how to install some untested (and yet-to-be made) piece of equipment that eats up my cargo space; I don't want a solutions that forces me to go back to the dealer periodically have something "topped off"; and I don't want to lose the performance that was specified and promised to me by Volkswagen. Most importantly, I don't want to keep driving a vehicle that's polluting at 40x acceptable levels—and, by the way, I have two children, ages 3 and 6, who are in the back seat of that car. What are they inhaling when we have the windows down and are idling at a traffic light? What are the people in the cars behind and next to me inhaling? Everyone is saying, "Don't worry, your car is safe to drive." Really? I think we all know that's a lie. Let's fast-forward 20, 30, 40 years and see how many people who owned these cars have respiratory disease or cancer. What then?

From what I can tell, you understand the severity of the problem and are upholding Volkswagen to a standard befitting the environmental values of the State of California. I urge you to continue down this path and, crucially, to work quickly to get these vehicles off the road (or fixed fairly, if there is such a way to do so), so that I and my fellow owners can move on with our busy lives, freed of the burden of this dangerous and greedy crime committed by Volkswagen.

Sincerely,

Adam

From: Brown, Pati@ARB
To:
Subject: RE: Volkswagen smog check
Date: Monday, February 01, 2016 3:27:00 PM

Hello Mr.

Your email was forwarded to me by CalEPA.

We understand your concern. Light duty diesel vehicles in California are required to have a "smog check" every two years to test for various air pollutants as part of the registrations process. Even though a notice of violation has been issued to Volkswagen, your car is still legal to drive. Smog checks test for multiple air pollutants, not just the Nitrogen oxide (NOx) emissions that Volkswagen has been cited for.

Please visit our web page for regular updates: http://www.arb.ca.gov/msprog/vw_info/vw-diesel-info/vw-diesel-info.htm

Best,
Pati Brown

PATI BROWN, MANAGER
OFFICE OF COMMUNICATIONS
AIR RESOURCES BOARD | CHAIR'S OFFICE
916.323.1061 (desk) | 916.322.2990 (general)

-----Original Message-----

From: Communications@EPA [<mailto:CEPAComm@CALEPA.ca.gov>]

-----Original Message-----

From:
Sent: Monday, January 25, 2016 4:44 PM
To: Communications@EPA
Subject: Volkswagen smog check

If CA. EPA is telling VW that they are in violation of the clear air act, why am I still needing a smog check on my 2014 VW diesel Passat?

From: [Bob](#)
To: [Brown, Pati@ARB](mailto:Brown.Pati@ARB)
Subject: Re: Volkswagens recents issues and California government decision.
Date: Thursday, March 10, 2016 9:17:52 PM

Thank you for responding Pati Brown. Now how exactly could they mitigate or measure the amount of environmental harm each unchanged vehicle would or did do to our environment? That is impossible to measure. That sounds as only an excuse, it sounds like is designed to get past it, or keep it tied up in the courts. Again a very sad situation.

Will be following to see how it all pans out.

Bob

> On Mar 10, 2016, at 4:19 PM, Brown, Pati@ARB <Pati.Brown@arb.ca.gov> wrote:
>
> Hello Mr. ,
>
> Thank you for your thoughtful email expressing concerns regarding the current VW emissions situation. Be assured your thoughts will be shared with appropriate California Air Resources Board staff.
>
> California officials, along with the US Environmental Protection Agency are working to bring about a resolution that will hold the manufacturer accountable for its obligations. This includes efforts to ensure vehicle owners are not unreasonably impacted by any corrective measures developed by VW. The possibility of a buy back has been included in discussions.
>
> Any consideration of a partial fix as mentioned in the USA Today article was a reference primarily about why CARB would have to think very carefully before even considering such an option. Dr. Sax, who is quoted, also made the point that were CARB to consider such an opinion VW would have to mitigate any continuing environmental harm caused by non-compliant vehicles remaining on the road.
>
> As new information becomes available, we will update our VW investigation information webpage located at http://www.arb.ca.gov/msprog/vw_info/vw-diesel-info/vw-diesel-info.htm
>
> Thank you again for your email,
>
> Pati Brown
>
> PATI BROWN, MANAGER
> OFFICE OF COMMUNICATIONS
> AIR RESOURCES BOARD | CHAIR'S OFFICE
> 916.323.1061 (desk) | 916.322.2990 (general)
>
>
>
>
>
> -----Original Message-----
> From: Bob
> Sent: Thursday, March 10, 2016 8:39 AM
> To: Communications@EPA
> Subject: Volkswagens recents issues and California government decision.
>
> VW = Very Wrong
> Volkswagen needs to do the right thing and buy the vehicles back at the full price. California government is considering allowing the modified bad vehicles that cheated on/with stay in California. They (VW) were wrong, they deceive people, and it affected our air. Just for the sake of their profits. And with all that we deal in California with our air regulations, and having to keep our cars healthy

enough to pass the smog test. If they let it go it would be a slap in the face to all of our citizens to allow them to keep going in California without either making it right or bring them up to emissions smog requirements. If you modify or change emissions devices or software which would make the emissions higher it is against the law in California. As citizens of California we are not allowed to do what Volkswagen did why should they be in exception? They should not be allowed to pay someone off in order for the vehicles to keep going without having to buy them back. Another prime example of how money talks. I did not where to sound off to if you can give me a Direction to share my opinion about how California should not make an exception for Volkswagen. My family owned and ran an auto repair shop for many years and smog inspection facility, and California BAR/EPA/CARB never cut us any slack whatsoever. How can they ask smog shops and businesses to enforce the law when they would do something like this?

> <http://www.usatoday.com/story/money/cars/2016/03/09/california-may-let-vws-dirty-diesel-cars-stay-road/81528252/>

>

> Bob

From: Brown, Pati@ARB
To:
Subject: RE: VW Diesel Owner Stigma
Date: Thursday, January 07, 2016 12:43:00 PM

Hello Mr.

Thank you for your thoughtful email. Be assured your concerns will be shared with appropriate staff. Please check the link on VW diesel information on our homepage.

Best Regards,
Pati Brown

PATI BROWN
OFFICE OF COMMUNICATIONS
916.323.1061 (desk) | 916.322.2990 (general)

-----Original Message-----

From: larry
Sent: Thursday, January 07, 2016 10:46 AM
To: Brown, Pati@ARB
Subject: VW Diesel Owner Stigma

Pati,
Below are some of my thoughts from a VW diesel owner.

- 1) My wife and I bought a 2009 Jetta Diesel as an eco-friendly solution. Great gas mileage, the ability to use bio-diesel and under the assumption that the car was environmentally friendly.
- 2) We have been happy with the car until September 2015 when it was announced that VW deceived the public into thinking that the diesels were "clean".
- 3) We also own a 2011 BMW diesel with the urea system. We are familiar of the extra cost of ownership with this system. The benefits, in our mind overshadow the costs.
- 4) VW is in a position to regain trust according to news reports. However, I submit that rather than come to some sort of amicable resolution, VW has resorted to saying one thing in public and playing corporate hardball with governmental agencies.
- 5) The consumer is faced with driving a car manufactured by a company that thought they could beat the government oversight agencies and the general public.
- 6) When driving the car over the last few months, there is now a stigma from the general public that somehow we the consumer are the cheaters and polluting the environment! Random comments have been made to use regarding this!

So the damage has been done by VW, so I encourage the negotiations be tough. If VW is allowed to minimize the damage done to the public by selling a product that is not what is represented and violates the public trust.

We are the consumer that is burdened by the day to day use of this product and the stigma of making a poor buying decision that degrades our environment.

Thank you for passing my thoughts along and good luck. Hang tough!

Larry

From: Brown, Pati@ARB
To:
Subject: RE: VW Emissions Cheating
Date: Tuesday, December 01, 2015 11:59:00 AM
Attachments: [image001.png](#)

Hello Mr. ,

Thank you for sharing your thoughts about Volkswagen. Your email has been sent to the appropriate staff here at the California Air Resources Board.

Best Regards,

Pati Brown

PATI BROWN, MANAGER

OFFICE OF COMMUNICATIONS

916.323.1061 (desk) | 916.322.2990 (general)



From: John
Sent: Monday, November 23, 2015 7:48 AM
To: Communications@EPA
Subject: VW Emissions Cheating

Please forward this to the person in CA/EPA investigating the VW smog cheating.

Please place the toughest monetary & criminal penalties on Volkswagen for their cheating & multiple lying about their auto diesel emissions. California citizens are very mad about the years of air pollution VW has caused. We hope you bankrupt VW.

John

Sent from [Mail](#)

From: Brown, Pati@ARB
To:
Subject: RE: Yet Another Upset TDI Owner
Date: Friday, February 19, 2016 12:58:00 PM
Attachments: [image001.png](#)

Hello Mr. ,

Thank you for your thoughtful email, and blog, expressing your concerns and frustrations about your Volkswagen diesel vehicle. Be assured it has been shared with appropriate staff here at the Air Resources Board. California officials, along with the US Environmental Protection Agency are currently working to bring about a resolution that will hold the manufacturer accountable for its obligations. This includes efforts to ensure vehicle owners are not unreasonably impacted by any corrective measures developed by VW. This may include buybacks.

Discussions are ongoing and it's ARB's desire for an expeditious resolution. As new information becomes available, we will update our VW investigation information webpage located at http://www.arb.ca.gov/msprog/vw_info/vw-diesel-info/vw-diesel-info.htm.

Your analogy did bring a smile.

Kindest Regards,
Pati Brown

PATI BROWN
OFFICE OF COMMUNICATIONS
916.323.1061 (desk) | 916.322.2990 (general)



From: Matthew
Sent: Thursday, February 18, 2016 2:18 PM
To: Young, Stanley@ARB; Welch, Virgil@ARB; Corey, Richard@ARB; Nichols, Mary D. @ARB
Subject: Yet Another Upset TDI Owner

Hello Everyone,

First of all, I appreciate all the hard work you are doing in dealing with this Volkswagen fiasco. Thank you. It must be hard to deal with such stupidity on a regular basis. Please forward as necessary, I found your names from other communications from TDI owners on the CARB website.

It's been almost 4 months to the day since VW submitted their substantially inadequate 2.0L TDI fix, and things have been very quiet recently. There is absolutely no news about the progress of a deal that will get us out of our dirty cars or if those old ladies from the Clean Diesel commercials have survived sticking their faces in the

exhaust pipes.

As many others are still doing, I've continued to put thousands of miles on my polluting TDI (now referred to as the ScandalWagen) as my only form of transportation. Meanwhile, VW continues to drag out this process, while I could be driving any of the cleaner, non-cheating cars on the market or even a gasoline powered VW--although I would hate to reward them with any sales numbers after their deceit.

The only hope TDI owners have right now is a comment from Kenneth Feinberg that VW will provide "generous" offers to diesel owners. This of course is followed up by saying:

Feinberg told the paper he was unlikely to meet his goal of setting up the claims fund within 60 to 90 days, saying: "My hands are tied as long as VW and the authorities have not overcome their differences."

-Fortune, <http://fortune.com/2016/02/08/vw-compensation-claims/>

So instead of a quick turnaround (I'll call 60-90 days quick in this case), we are stuck while VW is dragging their heels instead of answering to the authorities, working to fix relationships with owners and doing their part to heal the environment. Instead they have gone on a PR binge talking about all the electric vehicles they plan to release 3-100 years from now and the "all-new Passat" that no one cares about.

I would like to see maximum fines imposed on Volkswagen and used to make owners "whole" like rappers say and a complete resolution in the very near future. All owners should be repaid the thousands of dollars they spent for payments, interest, registration, fees, etc. I continue to make payments to Volkswagen every month knowing that they deceived me. That sucks. Imagine your live-in girlfriend/boyfriend who swore to never cheat... later cheated on you, and you want to break up, but you signed a thirty six month lease together. I am ready to "move out" of my car lease.

I would love to know things are moving in the right direction and that the end is in sight.

Thanks,

Matt

PS- Here is an account of my TDI experience written in September that was reposted by Jalopnik:

From: Brown, Pati@ARB
To:
Subject: Volkswagen Emissions Resolution Plan
Date: Tuesday, December 01, 2015 11:55:00 AM
Attachments: [image001.png](#)

Hello Mr.

Thank you for your thoughtful email.

Your concerns have sent to the appropriate staff here at the California Air Resources Board.

Best Regards,

Pati Brown

PATI BROWN, MANAGER

OFFICE OF COMMUNICATIONS

916.323.1061 (desk) | 916.322.2990 (general)



From:
Sent: Wednesday, November 25, 2015 3:54 PM
To: Delao, Andy@ARB
Subject: Volkswagen Emissions Resolution Plan

Mr. Delao:

I believe you are one of the Air Resources Board experts reviewing the Volkswagen diesel emissions data and considering how best to resolve this matter. If not, please forward my comments on to someone else in your agency who is involved in those hearings.

My wife and I own a 2010 VW Jetta TDI wagon. As you can imagine, we are watching the Air Resources Board negotiations with VW very closely. Some news reports have indicated that VW may be allowed to resolve this crisis by offering a fair market value payment to owners of "older" VW diesel models like ours. We want to make sure you know that such a settlement is unacceptable to us and would cause financial hardship.

Our 2010 VW is a well maintained, low mileage car without a loan. If the Air Resources Board allows VW to "settle" their case by offering people like us a payment roughly equal to our car's Kelly Blue Book value, we will be put in a position of having to spend thousands of dollars or take out a loan to replace a car that we expected to be able to drive loan-free for quite a few more years.

We hope the Air Resources Board will force VW to offer diesel owners in

California a free repair regardless of the year of the illegally designed car. Letting VW buy back these cars would reward them with a boost in new car sales rather than punish them for their actions.

We appreciate your attention to this topic. Thank you. Happy Thanksgiving.

Bill

Mobile:

Email:

From: Brown, Pati@ARB
To:
Subject: VW informational websites
Date: Tuesday, January 19, 2016 4:51:00 PM
Attachments: [image001.png](#)

Hello Lee

In response to your call, here are two websites you might find helpful.

One is the Air Resources Board VW page with all the latest documents:

http://www.arb.ca.gov/msprog/vw_info/vw-diesel-info/vw-diesel-info.htm

The other is set up by the US Courts regarding the multi district litigation:

<http://www.cand.uscourts.gov/crb/vwmdl>

Be assured ARB is conferring regularly with both US EPA and VW over this issue.

Best Regards,

Pati Brown

PATI BROWN, MANAGER

OFFICE OF COMMUNICATIONS

AIR RESOURCES BOARD | CHAIR'S OFFICE

916.323.1061 (desk) | 916.322.2990 (general)



Consumer/Green Business owner—02.23.16

Took a call today from Tammy _____ in Ventura.

Her business is a certified green business, but they have been relying on one of the Audi A3s with a defeat device (2013).

The company has won awards from ARB as a “Climate Leader” and a “Business of the Year”.

The car is parked and they are using something different, but she indicated that if they had kept using the vehicle in its current state there was an indication they could lose their green certification (I don't if that's the case, but she'd had a conversation with someone on the certification end—not ARB—who left that impression).

She would like a buyout. If we need to speak with her, the number is _____.

Dave Clegern



Das Auto.

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

April 2015

JANET

This notice applies to your vehicle:

**Subject: Emissions Service Action 23O6 – ECM Software
Certain 2010-2014 Model Year Volkswagen Vehicles Equipped with a 2.0L TDI®
Clean Diesel Engine**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on certain 2010-2014 model year Volkswagen vehicles equipped with a 2.0L TDI® Clean Diesel engine. Our records show that you are the owner of a vehicle affected by this action.

What is the issue, and what will we do?

The vehicle's engine management software has been improved to assure your vehicle's tailpipe emissions are optimized and operating efficiently. Under certain operating conditions, the earlier strategy may have increased the chance of the vehicle's MIL light illuminating. If the MIL illuminates for any reason, your vehicle will not pass an IM emissions inspection in some regions.

To address this issue, your authorized Volkswagen dealer will update the ECM software in your vehicle. This work will take about one hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

IMPORTANT!

Please note that if the ECM in your vehicle has been "chipped," "tuned," or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.

What should you do?

In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Important information for California Vehicle Owners – California Regulations

California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction Certificate" with your vehicle records. **DO NOT MAIL THIS FORM** to the DMV, unless requested.

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further?

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.,
Attn: Customer CARE (2306)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.vw.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection