

## Andrea Grieco

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**From:** VWExecutiveMail@vw.com  
**Sent:** Wednesday, November 22, 2023 10:58 AM  
**To:** Andrea Grieco  
**Cc:** pablo.disi@vw.com; andrew.savvas@vw.com; pablo.disi@volkswagen.com.br; scott.keogh@vw.com  
**Subject:** RE: [From: External] RE: Volkswagen Customer CARE Reference # 05897681

Good Morning Mrs. Grieco,

I appreciate your feedback. At VW CARE we are not technically trained. We must rely on the findings of our dealerships. I could have provided you with our VW engineers statements of the normal parameters from the beginning but it's better knowing the actual numbers per the consumption test from the dealership before I were to make any assumptions. I apologize if this came off as a circus to you. My sole intentions were to assist you as a valued VW family member coming to a leadership team and seeking assistance with oil consumption concerns. I wish there was more I could do to help you but I cannot argue with our VW engineers statements. The current consumption levels are considered normal. If this seems to worsen over time or if you have any further concerns please do not hesitate to reach out. I'm happy to help in anyway I can.

Wishing you and your family a happy Holiday season.

To provide you with the best service possible, it's important that you respond to us by replying to this email. Replying outside of this email will result in a delayed response. Thank you for contacting Volkswagen Customer CARE.

Respectfully,

Kala J.  
Executive Specialist, Volkswagen Customer CARE

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

T. 800 822 8987  
Prompt 9 Ext. 43651

[www.vw.com](http://www.vw.com)

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

**From:** Andrea Grieco [andrea@socollaw.com]  
**Sent:** 11/21/2023 10:08 AM  
**To:** pablo.disi@volkswagen.com.br; vwexecutivemail@vw.com; pablo.disi@vw.com  
**Cc:** vwcustomercare@vw.com; andrew.savvas@vw.com; scott.keogh@vw.com  
**Subject:** RE: [From: External] RE: Volkswagen Customer CARE Reference # 05897681

Hi Kala,

This is not the first Atlas I've had, and I've never had that problem.

Your words are copied from the manual, the same sheet Albert Lauces gave me.

Regarding my "driving style", I am a mother of 2 children, I don't drive fast or use "turbo" -I don't even know how to use it - , or anything like that.

If you already knew that this is what the "manual" says, why did you do all this circus? just to pretend that you were paying attention to my case?

So, the answer of the previous Manager Walter Chavez, which was the same that Albert Lauces is giving me now, was the correct one ("that's a factory problem, it's normal, you have to pay for it"), so why was he removed from his position exactly the day after my complaint? Why did Tiffany Kohler, the Service Advisor, tell me that my car's oil consumption was not normal and could not be? Why did the General Sales Manager, Daniel Florez, also tell me that this is not normal and could not be ...., and now it turns out that this is normal? Why didn't you show me the "manual" from the beginning?

Many discrepancies among yourselves within your own team.

You must inform the people who are going to buy this kind of vehicles that they must spend about 15 bottles of oil per year, about \$120 dollars per year. Seems like a joke in a new car.

Never again.

Your answer is not the right one.

*Andrea Griezco*

*Paralegal*

[andrea@socollaw.com](mailto:andrea@socollaw.com)

*Fernando M. Socol. P.A.*

*3350 SW 148th Avenue*

*Suite 134*

*Miramar FL 33027*

Tel: (786) 272-7100 Facsimile: (786) 279-0001

Web: [www.socollaw.com](http://www.socollaw.com)

Email: [Fsocol@socollaw.com](mailto:Fsocol@socollaw.com) Skype: [fernando.socol](https://www.skype.com/user/fernando.socol)



**From:** VWExecutiveMail@vw.com <vwexecutivemail@vw.com>

**Sent:** Tuesday, November 21, 2023 9:00 AM

**To:** Andrea Grieco <andrea@socollaw.com>

**Subject:** Re: [From: External] RE: Volkswagen Customer CARE Reference # 05897681

Good Morning Mrs. Grieco,

Thank you for reaching out in regards to your concern. The engine oil consumption can vary from engine to engine and can change throughout the service life of the engine. Depending on the driving style and the usage conditions, the engine oil consumption can be up to 1 quart per 1200 miles, that is considered normal. It is standard practice for the dealership to perform an oil consumption test if a customer states a concern regarding oil consumption. I am sorry for the inconvenience as I know this is not the news you were hoping for.

To provide you with the best service possible, it's important that you respond to us by replying to this email. Replying outside of this email will result in a delayed response. Thank you for contacting Volkswagen Customer CARE.

Respectfully,

Kala J.

Executive Specialist, Volkswagen Customer CARE

Volkswagen Group of America, Inc.

3800 Hamlin Road  
Auburn Hills, MI 48326  
United States of America

T. 800 822 8987  
Prompt 9 Ext. 43651

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

**From:** Andrea Grieco [andrea@socollaw.com]

**Sent:** 11/20/2023 3:18 PM

**To:** [vwexecutivemail@vw.com](mailto:vwexecutivemail@vw.com)

**Subject:** Re: [From: External] RE: Volkswagen Customer CARE Reference # 05897681

Hi Kala, I am pick it up my car and the Manager Albert Lauces said that the car is ok. That is normal that the car consume more than a quarter every 1,200 miles, and ever time the oil is consume I have to pay for the oil.

So now it is NORMAL ??!!!

If it was always "normal" why they do the test?

This is not nornal. This is a jocke.

Andrea GRIECO

9546439321

Sent from my iPhone

On Nov 20, 2023, at 10:09 AM, Andrea Grieco <[andrea@socollaw.com](mailto:andrea@socollaw.com)> wrote:

?

Good morning Kala,

Today I dropped the car off at the dealer with Tiffany at 8:00 am for the second oil consumption test.

Regards

*Andrea Grieco*

*Paralegal*

[andrea@socollaw.com](mailto:andrea@socollaw.com)

*Fernando M. Socol, P.A.*

*3350 SW 148th Avenue*

*Suite 134*

*Miramar FL 33027*

Tel: (786) 272-7100 Facsimile: (786) 279-0001

Web: [www.socollaw.com](http://www.socollaw.com)

Email: [Fsocol@socollaw.com](mailto:Fsocol@socollaw.com) Skype: [fernando.socol](#)

<image001.png>

**From:** Andrea Grieco <[andrea@socollaw.com](mailto:andrea@socollaw.com)>

**Sent:** Wednesday, November 1, 2023 10:45 AM

**To:** [VWExecutiveMail@vw.com](mailto:VWExecutiveMail@vw.com)

**Subject:** Re: [From: External] RE: Volkswagen Customer CARE Reference # 05897681

Hi Kala,

Thanks for staying tuned.

The noise seems to have gone away. I'll be paying attention to it for a couple of days.

Thank you

*Andrea Grieco*

*Paralegal*

[andrea@socollaw.com](mailto:andrea@socollaw.com)

*Fernando M. Socol, P.A.*

*3350 SW 148th Avenue*

*Suite 134*

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**From:** [VWExecutiveMail@vw.com](mailto:VWExecutiveMail@vw.com) <[vwexecutivemail@vw.com](mailto:vwexecutivemail@vw.com)>

**Sent:** Wednesday, November 1, 2023 10:37 AM

**To:** Andrea Grieco <[andrea@socollaw.com](mailto:andrea@socollaw.com)>

**Subject:** RE: [From: External] RE: Volkswagen Customer CARE Reference # 05897681

Good Morning Mrs. Grieco,

Thank you for sharing this news with me. Tiffany shared the same with me so I am glad we are all on the same page. Let's do the same song and dance as last time. Please let me know once the 1,000 miles have been met or when the light

comes back on and an appointment has been set up. I will follow up on the appointment and with you to provide any assistance I can. Let me know if any noises persist as well.

Please note I will be out of office from November 6 through November 17th. If you need help during my absence please call 1 800 822 8987. I know one of my team mates would be happy to help and I have documented your case well so anyone looking at it should know what's going on.

To provide you with the best service possible, it's important that you respond to us by replying to this email. Replying outside of this email will result in a delayed response. Thank you for contacting Volkswagen Customer CARE.

Respectfully,

Kala J.  
Executive Specialist, Volkswagen Customer CARE

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Auburn Hills, MI 48326  
United States of America

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

**From:** Andrea Grieco [andrea@socollaw.com]  
**Sent:** 10/31/2023 1:31 PM  
**To:** [vwexecutivemail@vw.com](mailto:vwexecutivemail@vw.com)  
**Subject:** RE: [From: External] RE: Volkswagen Customer CARE Reference # 05897681

Hi Kala,

I received a message from Tiffany stating that the car is ready.

She said that they performed the first part of the oil consumption test, and I will need to return in 1,000 miles to recheck the vehicle and perform the 2<sup>nd</sup> part of the consumption test.

Regarding the noise, she said that they found a bolt for the luggage racks on the top of the vehicle, and that was the reason for the noise.

Best Regards

Andrea Grieco

Paralegal

[andrea@socollaw.com](mailto:andrea@socollaw.com)

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3350 SW 148th Avenue

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Email: [fsocol@socollaw.com](mailto:fsocol@socollaw.com) Skype: [fernando.socol](https://www.skype.com/people/fernando.socol)

<image001.png>

**From:** Andrea Grieco

**Sent:** Monday, October 30, 2023 1:13 PM

**To:** [vwexecutivemail@vw.com](mailto:vwexecutivemail@vw.com)

**Subject:** Re: [From: External] RE: Volkswagen Customer CARE Reference # 05897681

Hi Kala,

Today I left the car at 8:00 AM with Tiffany, who Albert assigned to serve me. She told me to wait for the check for about an hour but I told her that she had to do a thorough check because the oil dropped by more than a quarter in 2000 miles (it wasn't 3000 as I said before). I also told her about the noises in the bodywork and she told me that many people tell her the same thing about the noise. I told her that they had to do a thorough check that Albert knew about. She gave me a car and told me that it would probably be ready tomorrow or the day after (it seems like a very short time to me).



Thank you

Andrea GRIECO

Sent from my iPhone

On Oct 30, 2023, at 11:40 AM, [vwexecutivemail@vw.com](mailto:vwexecutivemail@vw.com) wrote:

? Hello Mrs. Grieco,

Thank you for keeping me in the loop. Were you able to secure an appointment date and time in your conversation with Albert? Please share those with me or if you've had difficulty getting in touch with the dealership, I am happy to open the lines of communication.

To provide you with the best service possible, it's important that you respond to us by replying to this email. Replying outside of this email will result in a delayed response. Thank you for contacting Volkswagen Customer CARE.

Respectfully,

Kala J.  
Executive Specialist, Volkswagen Customer CARE

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3800 Hamlin Road  
Auburn Hills, MI 48326  
United States of America

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

**From:** Andrea Grieco [[andrea@socollaw.com](mailto:andrea@socollaw.com)]  
**Sent:** 10/26/2023 7:16 PM  
**To:** [vwexecutivemail@vw.com](mailto:vwexecutivemail@vw.com)  
**Subject:** Re: [From: External] RE: Volkswagen Customer CARE Reference # 05897681

Hi Kala,

The oil light just came on. Exactly 3000 miles from last time.

I will call Albert tomorrow.

Best regards

Andrea

<image0.jpeg>

Sent from my iPhone

On Oct 26, 2023, at 9:39 AM, Andrea Grieco <[andrea@socollaw.com](mailto:andrea@socollaw.com)> wrote:

?

Good morning Kala,

I have not yet completed 3000 miles, which is when the oil usually drops suddenly.

The noise in the body is still felt.

When it happens, I will go to Alberto as you indicated and will keep you informed.

Best Regards

*Andrea Grieco*

*Paralegal*

*[andrea@socollaw.com](mailto:andrea@socollaw.com)*

*Fernando M. Socol. P.A.*

*3350 SW 148th Avenue*

*Suite 134*

*Miramar FL 33027*

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<image001.png>

**From:** VWExecutiveMail@vw.com <[vwexecutivemail@vw.com](mailto:vwexecutivemail@vw.com)>  
**Sent:** Thursday, October 26, 2023 8:45 AM  
**To:** Andrea Grieco <[andrea@socollaw.com](mailto:andrea@socollaw.com)>  
**Subject:** RE: [From: External] RE: Volkswagen Customer CARE Reference # 05897681

Good Morning Mrs. Grieco,

I hope all is well.

I wanted to check in with you in regards to your Atlas. Please let me know if you still require my assistance.

To provide you with the best service possible, it's important that you respond to us by replying to this email. Replying outside of this email will result in a delayed response. Thank you for contacting Volkswagen Customer CARE.

Respectfully,

Kala J.  
Executive Specialist, Volkswagen Customer CARE

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

**From:** Andrea Grieco [[andrea@socollaw.com](mailto:andrea@socollaw.com)]

Sent: 9/21/2023 10:00 AM

To: [vwcarercmteam@vw.com](mailto:vwcarercmteam@vw.com)

Subject: [From: External] RE: Volkswagen Customer CARE Reference # 05897681

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Thank you Kala.

I will keep you informed.

Best Regards

*Andrea Grieco*

*Paralegal*

*[andrea@socollaw.com](mailto:andrea@socollaw.com)*

*Fernando M. Socol, P.A.*

*3350 SW 148th Avenue*

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<image001.png>

**From:** VWCARERCMTTeam@vw.com <vwcarercmteam@vw.com>  
**Sent:** Thursday, September 21, 2023 9:52 AM  
**To:** Andrea Grieco <andrea@socollaw.com>  
**Subject:** Volkswagen Customer CARE Reference # 05897681

Dear Mrs. Grieco,

Thank you again for taking the time to speak with me today.

I look forward to hearing from you soon. Please let me know a date and time when your husband will be going to the dealership once the oil light comes on again. I am happy to follow up for you. I will also ask Albert to look into the body noises. I think you and I can speak together moving forward, your English is great and I speak VERY little Spanish haha. If you prefer an interpreter then I am happy to go that route for your convenience, up to you!

If you need anything while I review your case, I can be reached at 1-800-822-8987, select option 9, and dial extension 43651. Or, you are welcome to reply to this email.

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Respectfully,

Kala J.  
Executive Specialist, Volkswagen Customer CARE

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<image0.jpeg>

