Fax number: 1-202-366-3171

ATTEN: Michale Jordan 10038278

RE: [redacted] # ref NO 10038278
(my letter, copies about my cars history)

Pages: (19)

October 1, 2003

(Office of Defects
Investigation, NVS-216)

Added to
10038278
Assign to M. Jordan
MJ 10/1/3

October 1, 2003

To whom sir;

I concern about my 2000 used car(I purchased it from Country Nissan in Greenfield, Mass on July, 200 I do Not feel safety driving my car anymore. Since it has been repeatly many problems with OP. Desc. mil Lights. I sent it to Dorschel Volkswagen at Rochester, N.Y. to check on my car. I had to pay $86.55 for Engine Emissions. They found what wrong with my car- Performed Diagnostic Procedure(Traced Concern to mass Air Flow and oxygen sensor and very bad wheel bearing noise) I decided Not having my car to fix. I drove my car back nome to Greenfield, Mass and left my car at home I have Not driving my car since last month. I KNEW I can't drive it due Not reliable!"

I contacted Country Nissan- dealer Graig Bodenstein, and asked him if he knows about my car's history. He said he had no idea. I asked him if Country Nissan will pay my car to fix. He said no.

Again I contaced Dana Automotive in Northampton, Ma (Auto Dept- Volkswagen) One of the guys said no warran for my car on Mass Air Flow/oxygen sensor. So I requested to have my car's history since 1999. He sent me over 13 pages(mostly maintences). It makes me sick after reading the pages -

Last summer my brother Wayne borrowed my car last winter. He got a ticket from Rochester, N.Y. Police for a speed over the mph. Now I realize that my car has been having the problems on speed and, milaege, too.

I start to wonder about my car, I still make my car payment each months (3 more years to go) Even though I can't drive my car. I ~~don't~~ not trust my car on the road. Is my car safety or not?? I need to know After you read all the informations that I send. Please let me know.

I hope I explain everything clear to you. I do not use English (my American sign language)

Thank you for your time.

[redacted]

U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
TO REPORT VEHICLE SAFETY DEFECTS
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Od_or ___ ___
rt_dr ___ ___
od_rr ___ ___
up_hr ___ ___

Reference No. 10038278

OWNER INFORMATION (Type or Print)

Name [redacted]

Street No. [redacted] Apt. No. [redacted]

City Greenfield State Ma. Zip Code [redacted]

Daytime Telephone Number [redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [redacted] Date 09/09/03

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) (Located at bottom of windshield on driver's side)	Make	Model	Year
3VWSE29M5YM014980	Volkswagen	Jetta	2000

Purchased Date: July 2002 ☐ New ☑ Used
Dealer's Name: Craig Bodenstein (Country Nissan)
Dealer's City: Greenfield State: MA Zip Code: 01301
Engine Size (CID/CC/L): 2.0L cc No. Cylinders: 4 ☐ Turbo ☐ Diesel ☑ Gas ☑ Fuel Injection
Manufacture Date (on driver's door or pillar): 07-99
Transmission Type: ☐ Manual ☑ Automatic
Restraint System: ☑ Driver Side Air Bag ☐ Lap Belt ☑ Passenger Side Air Bag ☑ Lap/Shoulder Belt ☐ 3-Point Belt
Cruise Control: ☑ Yes ☐ No
Drivetrain: ☑ Front ☐ Rear ☐ 4-Wheel
Vehicle Type: ☑ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other
Body Style: ☐ 2-Door ☑ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

	Part Name(s)	Location	Failed Part(s)	Handicap Adaptive Equip
		☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement	☐ Yes ☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size

No. of Failures:
Date(s) of Failure(s):
Mileage at Failure(s):
Vehicle Speed at Failure(s):
Failed Part(s) Available? ☐ Yes ☐ No
NHTSA Previously Contacted? ☐ Yes ☑ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash Unknown (I purchased it on July 2002)	Fire	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer
☐ Yes ☐ No	☐ Yes ☐ No			☐ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

Unknown if my car had crashed in the past, I purchased it on July 2002.

Concern about the engine and wheel bearing isses (safety??) (Recall?) who will pay my car to fix or reimburst my refund.

I have the copies (13 pages) of my car's history. Please let me know what you think about my car's problem.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 *This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.*

Mail response form or fax to 800-253-7009

Sept. 24, 2003

U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079	
Date Received: 05-SEP-2003	Repository ☐
	Reference No.: 10036278

OWNER INFORMATION (Type or Print)

Name: [redacted]		Daytime Telephone Number: [redacted]	E-mail Address
Address: [redacted]		Evening Telephone Number	
City: GREENFIELD	State: MA	Zip Code: [redacted]	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ___/___/___

VEHICLE INFORMATION

17 digit vehicle identification number (stamped on bottom of windshield on driver's side)	Make	Model	Model Year
	VOLKSWAGEN	JETTA	2000

	☐ Cruise Control		061000 ENGINE AND ENGINE COOLING:ENGINE
			Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
09-SEP-2003			

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMA1BABC096)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please provide in detail the incident(s), if plural, Crash(es) and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING AT ANY SPEED AND WITHOUT WARNING ENGINE WOULD STALL, CAUSING CONSUMER TO PULL OVER. ENGINE LIGHT ALWAYS WAS ON AND OFF. DEALER INSPECTED VEHICLE SEVERAL TIMES, BUT PROBLEM STILL OCCURRING. *AE

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

09/10/2003 HISTORY LISTING 3050
12:52:50 Page 1

CUSTOMER NAME : [redacted] SERIAL NO. : [redacted]

R.O NO. : 111618 R.O DATE : 03/06/2003 R.O TYPE : S
MILEAGE : 88843 ADVISOR NO. : 249

JOB NUMBER : 1 OPERATION DISCRIPTION: OP. DESC. MIL LIGHT
SALE TYPE : W TECHNICIAN NO(S). 280
COMPLAINT : CUSTOMER STATES:MULTIPOSITION INDICATOR LIGHT ON
CODE P0420 STORED INSTALL S/O CAT CONVERTER
CAUSE : VERIFIED CODE IN COMPUTER, REPLACED DEFECTIVE CATALYTIC
CONVERTER, RESET MONITR.
ORIGINAL : VERIFIED CODE IN COMPUTER, REPLACED DAMAGED CATALYTIC
CAUSE CONVERTER. RESET MONITR. TEST DROVE CAR.
CORRECTION :

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
113618

R.O NO. : 111723 R.O DATE : 01/02/2003 R.O TYPE : S
MILEAGE : 69121 ADVISOR NO. : 164

JOB NUMBER : 1 OPERATION DISCRIPTION: OP. DESC. MIL LIGHT
SALE TYPE : I TECHNICIAN NO(S). 249
COMPLAINT : CUSTOMER STATES:MULTIPOSITION INDICATOR LIGHT ON
CAUSE :
CODE P0420 STORED
CORRECTION :
REMOVE CAT CONVERTER

R.O NO. : 107281 R.O DATE : 08/26/2002 R.O TYPE : S
MILEAGE : 64582 ADVISOR NO. : 305

JOB NUMBER : 1 OPERATION DISCRIPTION: OP. DESC. MIL LIGHT
SALE TYPE : C TECHNICIAN NO(S). 249
COMPLAINT : CUSTOMER STATES:MULTIPOSITION INDICATOR LIGHT ON
CAUSE : CODES FOUND FOR MISFIRE
CORRECTION : REMOVE CODES

R.O NO. : 106321 R.O DATE : 07/31/2002 R.O TYPE : S
MILEAGE : 63627 ADVISOR NO. : 286

JOB NUMBER : 1 OPERATION DESCRIPTION: OP. DESC. CRUISE CONTROL
SALE TYPE : C TECHNICIAN NO(S). 249
COMPLAINT : CRUISE CONTROL INOP. CHECK ENG LIGHTS
CAUSE : FOUND 2ND CRUISE CONTROL TO BE DEACTIVATED
ORIGINAL :
CAUSE

09/13/2001 HISTORY REPORT 3430
13:53:08 PAGE 2

CORRECTION : REACTIVATED CHECK# CONFIRM VEHI DIAGNOSTIC
ORIGINAL :
CORRECTION

R.O NO. : 104734 R.O DATE : 06/26/2001 R.O TYPE : S
MILEAGE : 62073 ADVISOR NO. : 144

JOB NUMBER : 1 OPERATION 04CV8 09. MISC. SERVICE
SALE TYPE : W TECHNICIAN NO(S). 263
COMPLAINT : THE CUSTOMER STATES THAT THE VEHICLE PULLED WHILE DRIVING.
THE LIGHTS ARE ON. ENG. MIL ETC.
ARE GAS SERVICE AGREE, AND THE VEHICLE FELT AS THOUGH
SOMETHING WAS BLOCKING OR HOLDING IT BACK, LIKE A BOILS
UP OF CARBON. AND ENG FUEL IS NOT APPLIED THE ACCELERATOR
IT WOULD HELP, BUT INSTEAD IT STALLED OUT.
CAUSE : DIAGNOSED THE VEHICLE AND FOUND FAILURE CODES STORED FOR
P0420, P0102, AND 21142. OXYGEN SYSTEM BANK ONE,
EFFICIENCY BELOW THRESHOLD. MASS OR VOLUME AIR FLOW CIRCUIT
LOW INPUT. AND LOAD DETECTION VALVE BELOW LOWER LIMIT.
FOUND THE MAF SENSOR TO BE OUTSIDE OUT. WHICH CAUSES THE
VEHICLE TO STALL.
CORRECTION : REPLACED THE MAF SENSOR AND CORRECTED.
ROAD TESTED THE VEHICLE.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
104734

COMMENTS : WRITTEN

R.O NO. : 104128 R.O DATE : 06/12/2001 R.O TYPE : S
MILEAGE : 61710 ADVISOR NO. : 86

JOB NUMBER : 1 OPERATION 17CV8 OP. DESC. BODY HARDWARE
SALE TYPE : W TECHNICIAN NO(S). 263
COMPLAINT : CUSTOMER REQUEST:REPLACE RT REAR DOOR VENT GLASS CHROME
DIVIDER PILLAR ENDED
CAUSE : ENDED
CORRECTION : R AND I DOOR TRIM PANEL AND GLASS ETC. AND REMOVE REAR VENT
GLASS DIVIDER.INSTALL NEW PILLAR AND ASSEM

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
104128

JOB NUMBER : 2 OPERATION 04CV8 OP. DESC. BODY SHOP
SALE TYPE : W TECHNICIAN NO(S). 263
COMPLAINT : CUSTOMER REQUEST:RT REAR DOOR VENT GLASS CHROME DIVIDER
BROKEN REPLACE
CAUSE : ENDED
CORRECTION : R AND I DOOR TRIM PANEL AND GLASS ETC. AND REMOVE REAR

warranty ?

09/16/2003 HISTORY LISTING 3010
12:02:58 PAGE 3

CENTRAL AND DIVIDER MVG. REPLACE FILLER AND ASSEMBLE DOOR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
144888

COMMENTS : OTHER PART O.E.'D BY WESTWOOD

R.O NO. : 144326 R.O Date : 08/22/2003 R.O TYPE : S
MILEAGE : 61710 ADVISOR NO. : 144

JOB NUMBER : 1 OPERATION 01OVERLAP OP. DESC. LUBE, OIL & FILTER
SALE TYPE : C TECHNICIAN NO(S). 360
COMPLAINT : CUSTOMER REQUESTS LUBE, OIL & FILTER SERVICE.
INSPECT BELTS, HOSES, FLUIDS, TIRES & PRESSURE
CAUSE :
CORRECTION : PERFORMED LUBE,OIL & FILTER SERVICE.

JOB NUMBER : 2 OPERATION 01CUSTOMERCONCE OP. DESC. ROTATE TIRES
SALE TYPE : C TECHNICIAN NO(S). 360
COMPLAINT : CUSTOMER REQUEST TIRE ROTATION
CAUSE :
CORRECTION : PERFORMED TIRE ROTATION.

JOB NUMBER : 3 OPERATION 02CUSTCEL/TUNEUP OP. DESC. 4 CYLINDER TUNE UP
SALE TYPE : C TECHNICIAN NO(S). 360
COMPLAINT : CUSTOMER REQUESTED ENGINE TUNE UP.
REPLACE SPARK PLUGS. INSPECT FUEL FILTER, REPLACE AIR FILTER
SET ENGINE TO SPECS.
CAUSE : MAINTENANCE
CORRECTION : REPLACED SPARK PLUGS, AIR & FUEL FILTERS, PCV VALVE AND SET
TO FACTORY SPECS. INSPECT FLUID LEVELS, GAS, MOTOR & TRANSMISSION

JOB NUMBER : 4 OPERATION 01CURPOLLEN OP. DESC. REPLACE POLLEN FILTER
SALE TYPE : C TECHNICIAN NO(S). 360
COMPLAINT : CUSTOMER REQUESTS REPLACE POLLEN FILTER
CORRECTION : REPLACED POLLEN FILTER

JOB NUMBER : 5 OPERATION 01CUSTBRAKEINSPE OP. DESC. BRAKE INSPECTION
SALE TYPE : C TECHNICIAN NO(S). 360
COMPLAINT : CUSTOMER REQUEST: BRAKE INSPECTION AND ADVISE.
CAUSE :
CORRECTION : CURRENT ALL 4 BRAKES. ADJUST AS NEEDED. CHECK FLUID ADD AS
NEEDED. INSPECT HYDRAULIC SYSTEM.

JOB NUMBER : 6 OPERATION 01CVS OP. DESC. MAINTENANCE
SALE TYPE : C TECHNICIAN NO(S). 360
COMPLAINT : THE CUSTOMER STATES THAT HER WORLD LIKE TO HAVE THE
AIR FILTER AREA CHECKED, FOR A CLEANER RUNT BREATH.

09/15/2003 REPORT LISTING 3039
13:43:58 PAGE 4

D IF THERE IS A DIFF, SHE WOULD LIKE TO BE SHOWN HOW TO CHECK. AND CHARM ONE THE AREA TO AVOID EXPENSE VISITS.

CAUSE : CHECKED THE AIR FILTER. FOUND EXCESSIVE FUEL. AIR FILTER DID HAVE SOME CRITTER MATERIALS THAT WERE IN IT. WE DID REPLACE THE FILTER. CHECKED ALL OVER FOR ANY OTHER CRITTER MATERIALS. NONE FOUND.
FINDER IS A HOLE IN THE HOOD INSULATION. (PROBABLY CRITTER CHEWED.)

CORRECTION : IF THE CUSTOMER WOULD LIKE TO KNOW WHERE AND HOW TO CHANGE THE FILTER WE WOULD BE HAPPY TO SHOW HER.

JOB NUMBER : 7 OPERATION DISCHARGLIGHT OP. DESC. MIL LIGHT
SALE TYPE : C VEHICLE SO(S). 160
COMPLAINT : CUSTOMER STATES:MULTIFUNCTION INDICATOR LIGHT ON THE CAR COME ONTO, CONCERNED THAT THERE MAY BE A MORE SERIOUS CRITTER ISSUE. NOT SURE. PLEASE CHECK.
CAUSE : CHECKED THE VEHICLE FOR THE MIL LIGHT BEING ON. FOUND TROUBLE CODE STORED RELATED TO SEAM OR VOLUME
CORRECTION : LOW FUEL CONDITION. LOW INPUT. INSPECTED AND FOUND A LOOSE CONNECTOR. CLEARED CODE, AND VERIFIED.

COMMENTS : CALL 284-3868 211
D

R.O NO. : 181369 R.O DATE : 05/17/2002 R.O TYPE : S
RELEASE : 49864 ADVISOR NO. : 164

JOB NUMBER : 1 OPERATION RECVR OP. DESC. RADIO
SALE TYPE : C TECHNICIAN NO(S). 283
COMPLAINT : THE CUSTOMER STATES THAT THE VEHICLE DIED WHILE SHE WAS DRIVING ON THE FREEWAY. SHE WAS HEARING A COUPLE OF CLAP AND THE CAR JUST DIED WHILE DRIVING. THE CUSTOMER WAS AFRAID FOR HER LIFE. AFTER RESTARTING IT, AND TRYING TO DRIVE, IT WOULD STALL AT EVERY STOP.
CAUSE : DIAGNOSED THE VEHICLE. FOUND PATTERN CODE P1130, FOR HALF LOW VOLTAGE, SPORADIC FAULTS.
CHECKED THE SYSTEM. FOUND THE AIR BOX TO BE FULL OF FOREIGN MATERIAL. (MOLE MIGHT HAVE A NEST, RESTRICTED/CLOGGED THE AIR FILTER.)
CORRECTION : CLEANED OUT THE AIR BOX. REPLACED THE AIR FILTER, WHICH WAS VERY DIRTY. CLEANED THE CORES, AND RESET THE COMPUTER. ROAD TESTED 14 MILES.

COMMENTS : ADAP

R.O NO. : 180918 R.O DATE : 03/11/2002 R.O TYPE : S
RELEASE : 48139 ADVISOR NO. : 164

JOB NUMBER : 1 OPERATION DISCHARGLIGHT OP. DESC. MIL LIGHT

09/10/2003 NISSAN LIFTIN 3030
12:53:58 PAGE 5

SALE TYPE : I TECHNICIAN NO(S). 499

COMPLAINT : CUSTOMER STATES:SPEEDOMETER INDICATOR LIGHT ON
THE CUSTOMER STATES THAT THE LIGHT CAME ON AFTER
DRIVING THE CAR ABOUT 9.9 MILES. ALSO AT THIS TIME
THE REMOTE STARTER DOES NOT SEEM TO BE WORKING EITHER.
NOT THE REMOTE STARTER WORKED WHEN IT CAME IN.

CAUSE : DIAGNOSED THE VEHICLE FOR THE MIL LIGHT BEING ON
FOUND TROUBLE CODE STORED FOR CONTROL MODULE LOCK UP.
P1570. FOUND THE BCM NOT ADAPTED TO THE CAR
AND CONTROL MODULE.

CORRECTION : ADAPTED THE BCM TO THE CAR AND CONTROL MODULE.
TEST DROVE THE VEHICLE SEVERAL MILES. ADDED FUEL
FOR TEST DRIVE.
LEFT THE VEHICLE LIT, AND THEN TEST DROVE AGAIN.

ORIGINAL : ADAPTED THE BCM TO THE CAR AND CONTROL MODULE.
CORRECTION

COMMENTS : ADD REMOTE STARTER

R.O NO. : 100111 R.O DATE : 02/11/2003 R.O TYPE : S
ODOMETER : 37130 ADVISOR NO. : 144

JOB NUMBER : 1 OPERATION DESCRIPTION: OP. MISC. MIL LIGHT
SALE TYPE : T TECHNICIAN NO(S). 100
COMPLAINT : CUSTOMER STATES:MALFUNCTION INDICATOR LIGHT ON
THE LIGHT CAME ON, AND STAYS ON ALL THE TIME.
THE VEHICLE RUNS TERRIBLE
TO SPEAK LESS ROUGH ROAD, IT IS SLUGGISH, AND IT
GETS REAL BAD GAS MILEAGE.

CAUSE : DIAGNOSED THE VEHICLE FOR THE MIL LIGHT BEING ON. FOUND
TROUBLE CODES STORED. CODES P0300, P0305, P0170.
FOUND THE FAILURE TO BE IN THE DIAGNOSTIC CONTROL
MODULE.

ORIGINAL : DIAGNOSED THE VEHICLE FOR THE MIL LIGHT BEING ON. FOUND
CAUSE TROUBLE CODES STORED.

CORRECTION : REPLACED THE ECM. CLEARED THE CODES, AND
RESET THE SYSTEM.
TEST DROVE SEVERAL MILES. THE LIGHT DID NOT
RETURN.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
100111

JOB NUMBER : 2 OPERATION 13098 OP. MISC. FRONT SUSPENSION
SALE TYPE : W TECHNICIAN NO(S). 100
COMPLAINT : THE CUSTOMER STATES THAT THERE IS A KNOCKING TYPE NOISE
IN THE FRONT END. S/O TEST
CAUSE : DIAGNOSED THE VEHICLE FOR A KNOCKING NOISE IN THE
FRONT END. FOUND THERE TO BE A TECHNICAL BULLETIN
FOR THE KNOCK NOISE. AT 01-02 FOR INSTALLATION OF
THE LEFT AXLE SHAFT IF NOISE IS PRESENT
CORRECTION : REPLACED THE LEFT SIDE AXLE SHAFT.

09/10/2003 REPAIR LISTING 3030
12:33:48 PAGE 4

TEST DRIVE THE VEHICLE.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
100111

JOB NUMBER : 3 OPERATION LIGHTSCHECKED OP. DESC. DOOR HANDLE
SALE TYPE : W TECHNICIAN NO(M). 360
COMPLAINT : THE CUSTOMER STATES THAT THE DRIVERS SIDE INSIDE DOOR HANDLE
BROKE, AND YOU NEED TO PULL IT REAL HARD, AND FAR TO OPEN.
CAUSE : I A R THE DOOR PANEL AND FOUND THE CABLE HAD BROKEN
WHERE ATTACHED.
CORRECTION : REATTACHED THE CABLE. CHECKED THE OPERATION OF THE
DOOR HANDLE ON THE DRIVERS SIDE. FULL ANY.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
100111

COMMENTS : WAITING

R.O NO. : 98870 R.O DATE : 01/18/2000 R.O TYPE : S
MILEAGE : 35331 ADVISOR NO. : 144

JOB NUMBER : 1 OPERATION 02CV [illegible] OP. DESC. FUL LIGHT
SALE TYPE : W TECHNICIAN NO(S). 233
COMPLAINT : CUSTOMER STATES:MULTIFUNCTION INDICATOR LIGHT ON
THE VEHICLE SOME TIMES/S. ALL THE LIGHTS ARE ON.
IT HAVE TROUBLE CAN MILEAGE. THE CUSTOMER IS VERY
DISPLEASED WITH THE CAR AT THIS TIME.
S/O 98880.)
CAUSE : DIAGNOSED THE VEHICLE AND FOUND TROUBLE CODE STORED FOR
P0101, P0300, P0304, P1870.
FOUND THE HEAD AIR METER FAILING. MISFIRING DETECTED
CORRECTION : REPLACED THE FRONT MAF SENSOR.
REPLACED THE CONNECTIONS.
CLEARED THE CODES, AND TEST THE COMPUTER.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
98880

JOB NUMBER : 2 OPERATION 01CHLOF OP. DESC. LUBE, OIL & FILTER
SALE TYPE : C TECHNICIAN NO(S). 233
COMPLAINT : CUSTOMER REQUESTS LUBE, OIL & FILTER SERVICE.
INSPECT BELTS, HOSES, FLUIDS, TIRES & PRESSURE
CAUSE :
CORRECTION : PERFORMED LUBE,OIL & FILTER SERVICE.

JOB NUMBER : 3 OPERATION 01CVSTATEINSP OP. DESC. STATE INSPECTION
SALE TYPE : C TECHNICIAN NO(S). 360
COMPLAINT : CUSTOMER REQUEST STATE INSPECTION BELOW.
CAUSE :

09/10/2002 16:51:38 — HEATING LIGHTING — SC10 PAGE 7

CONJUCTION : [illegible]

JOB NUMBER : 4 OPERATION LIGHT — OP. DESC. [illegible]
SKILL TYPE : M TECHNICIAN NO(S). 283
COMPLAINT : THE CUSTOMER STATED THAT THERE IS AN ABNORMAL NOISE NOISE HEARD WHEN DRIVING.
CAUSE : ROAD TESTED THE VEHICLE FOR A NOISE NOISE VERIFY. FOUND TECHNICAL BULLETIN 37-01-01 FOR THE INSTALLATION
ORIGINAL :
CAUSE
CORRECTION : OF THE SOLID LEFT AXLE SHAFT IF THE NOISE IS PRESENT. ORDERED THE AXLE SHAFT. WILL NOTIFY YOU WHEN IT ARRIVES.
ORIGINAL :
CORRECTION 0

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. 20003

COMMENTS : WAITING

R.O NO. : 97309 R.O DATE : 12/04/2001 R.O TYPE : S
MILEAGE : 34323 ADVISOR NO. : 144

JOB NUMBER : 1 OPERATION [illegible]LIGHT — OP. DESC. OIL LIGHT
SKILL TYPE : M TECHNICIAN NO(S). 283
COMPLAINT : CUSTOMER STATES:MISCELLANEOUS INDICATOR LIGHT ON THE CUSTOMER STATES THAT THE OXYGEN SENSOR HAS REPLACED AND THE LIGHT CAME RIGHT BACK ON.
CAUSE : DIAGNOSED THE VEHICLE AND FOUND TROUBLE CODES STORED P0101, P1143, AND P0191. BANK ONE MANIFOLD ADAPTION SYSTEM TOO LEAN. LOAD DERIVATION VALVE BELOW LOWER LIMIT, AND AIR MASS METER - REPLACEMENT SIGNAL. FOUND THE MASS AIR FLOW METER FAULTY.
CORRECTION : ORDERED THE NEW SENSOR. WILL NOTIFY YOU WHEN THE PART ARRIVES.

JOB NUMBER : 2 OPERATION [illegible] — OP. DESC. ELECTRICAL
SKILL TYPE : M TECHNICIAN NO(S). 283
COMPLAINT : THE CUSTOMER STATES THAT THE ENG LIGHT AND THE WARNING LIGHT RANDOMLY COME ON.
CAUSE : RELATED TO JOB NUMBER ONE. MAF SENSOR FAULTY.
CORRECTION : ORDERED THE NEW SENSOR. WILL NOTIFY YOU WHEN THE PART ARRIVES.

COMMENTS : MY 2 P.M.

R.O NO. : 96472 R.O DATE : 11/08/2001 R.O TYPE : S
MILEAGE : 33374 ADVISOR NO. : 384

09/15/2003 HISTORY LISTING 3030
15:01:50 PAGE 8

JOB NUMBER : 1 OPERATION 01CV00LUBE OP. DESC, OIL LIGHT
SALE TYPE : W TECHNICIAN ID(S). 299
COMPLAINT : CUSTOMER STATED:SER/TYPOTION INDICATOR LIGHT ON
DOT - OR ERROR
CAUSE : DIAGNOSED THE VEHICLE AND FOUND TROUBLE CODE P1128,
BANK ONE MIXTURE ADAPTION SYSTEM TOO LEAN. FAILURE
CORRECTION : IN THE CUSTOMER REASON.
REPLACED THE Pri CAT OXYGEN SENSOR. CLEARED CODE, AND RESET.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
91471

JOB NUMBER : 2 OPERATION 17CV00TIRIN OP. DESC. REMOVE TRIM
SALE TYPE : C TECHNICIAN ID(S). 299
COMPLAINT : CUSTOMER REQUEST:REMOVAL SPLASH SHIELD OR REPLACE IF
NEEDED - SPLASH SHIELD IS TRUE
CAUSE : CHECKED THE SPLASH SHIELD THAT WAS IN THE CUSTOMER
S VEHICLE. FOUND THE SHIELD IS BROKEN, AND A LARGE CRACK IS
MISSING. FOUND ALSO THE LEFT INNER FENDER WELL TO BE
BROKEN.
CORRECTION : REPLACED THE INNER FENDER WELL ON THE LEFT FRONT, AND
REPLACED THE CENTER SPLASH SHIELD.

JOB NUMBER : 3 OPERATION 01CV00LOF OP. DESC. LUBE, OIL & FILTER
SALE TYPE : C TECHNICIAN ID(S). 299
COMPLAINT : CUSTOMER REQUESTS LUBE, OIL & FILTER SERVICE.
INSPECT BELTS, HOSES, FLUIDS, TIRES & PRESSURE
CAUSE :
CORRECTION : PERFORMED LUBE,OIL & FILTER SERVICE.

R.O NO. : 93983 R.O Date : 08/30/2001 R.O TYPE : S
MILEAGE : 30715 ADVISOR NO. : 144

JOB NUMBER : 1 OPERATION 01CV00LOF OP. DESC. LUBE, OIL & FILTER
SALE TYPE : C TECHNICIAN ID(S). 262
COMPLAINT : CUSTOMER REQUESTS LUBE, OIL & FILTER SERVICE.
INSPECT BELTS, HOSES, FLUIDS, TIRES & PRESSURE
CAUSE :
CORRECTION : PERFORMED LUBE,OIL & FILTER SERVICE.

JOB NUMBER : 2 OPERATION 01CV00TIRROTATE OP. DESC. ROTATE TIRES
SALE TYPE : C TECHNICIAN ID(S). 262
COMPLAINT : CUSTOMER REQUEST TIRE ROTATION
CAUSE :
CORRECTION : PERFORMED TIRE ROTATION.

JOB NUMBER : 3 OPERATION 01CV00LIGHT OP. DESC. OIL LIGHT
SALE TYPE : W TECHNICIAN ID(S). 262

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COMPLAINT : CUSTOMER STATES:MULTIFUNCTION INDICATOR LIGHT ON
THE LIGHT STAYS ON ALL THE TIME, NO MORE NO TOT START
THE ENGINE, IT IS ON, THE CAR WENT SLOWING DOWN, AND
TRYING TO ACCELERATE, MADE A VERIBLE TYPE NOISE,
CAUSE : CODE P1196 - RED CO SENSOR
CORRECTION : ORIGINAL CO SENSOR

JOB NUMBER : 4 OPERATION STOVE OP. DESC. BODY RESPONSE
SALE TYPE : C TECHNICIAN NO(S). 288
COMPLAINT : THE CUSTOMER WOULD LIKE TO KNOW ABOUT TOUCH UP PAINT, FOR
HER SMALL NICKS ON THE CAR.
CAUSE :
CORRECTION :

COMMENTS : SENT-S, CALL 394-3858 Z12

R.O NO. : 68573 R.O DATE : 06/13/2001 R.O TYPE : S
MILEAGE : 36878 ADVISOR NO. : 65

JOB NUMBER : 1 OPERATION 14CWHEELALIGN OP. DESC. STEERING COLUMN
SALE TYPE : W TECHNICIAN NO(S). 703
COMPLAINT : CUST STATES THAT THE LEATHER WRAP STEERING WHEEL IS COMING
APART PART ON DRIVER
CAUSE :
CONFIRMED COMPLAINT, INSTALLED NEW STEERING WHEEL
CORRECTION :

REMARKS : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
68573

JOB NUMBER : 2 OPERATION 01CVBLOF OP. DESC. LUBE, OIL & FILTER
SALE TYPE : C TECHNICIAN NO(S). 361
COMPLAINT : CUSTOMER REQUESTS LUBE, OIL & FILTER SERVICE.
INSPECT BELTS, HOSES, FLUIDS, TIRES & PRESSURE
CAUSE :
CORRECTION : PERFORMED LUBE,OIL & FILTER SERVICE.

R.O NO. : 63370 R.O DATE : 11/16/2000 R.O TYPE : S
MILEAGE : 30120 ADVISOR NO. : 144

JOB NUMBER : 1 OPERATION 01CVEH0004SERV OP. DESC. VW 30000 MILE SERVIC
SALE TYPE : W TECHNICIAN NO(S). 289
COMPLAINT : CUSTOMER REQUESTS 30000 MILE SERVICE
0 REPLACE POLLEN FILTER 4961 VENT CO
FLUSH BRAKE SYSTEM
CORRECTION : PERFORM LUBE,OIL & FILTER SERVICE TIRES
REPLACE POLLEN FILTER

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WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
81179

JOB NUMBER : 2 OPERATION 340981 OP. DESC. MISC DIAG.
SALE TYPE : W TECHNICIAN NO(S). 253
COMPLAINT : THE CUSTOMER STATES THAT WHEN FIRST STARTING OFF,
THERE IS A BOUND LIKE A BRAKE SQUEALING BEFORE IT
SWITCHES GEARS.
CAUSE : THEY DROVE THE CAR, AND COULD NOT REPLICATE THE CUSTOMERS
CONCERN.
CHECKED SHIFTING OPERATION, ALL IS NORMAL.
CORRECTION : NO REPAIRS NEEDED. COULD NOT DUPLICATE THE CUSTOMERS
CONCERN.
IF THE PROBLEM DOES PERSIST OR WORSEN, NOTIFY
US AND WE WOULD BE HAPPY TO CHECK IT AGAIN.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
83370

COMMENTS : CALL 8041000

R.O NO. : 81488 R.O DATE : 09/08/2003 R.O TYPE : S
MILEAGE : 18337 ADVISOR NO. : 135

JOB NUMBER : 1 OPERATION 81CV80/82CV80/83 OP. DESC. SEMIN INSPECTION
SALE TYPE : C TECHNICIAN NO(S). 253
COMPLAINT : CUSTOMER REQUEST STATE INSPECTION SEMINOL.
CAUSE :
CORRECTION : PERFORMED STATE INSPECTION.

R.O NO. : 77710 R.O DATE : 06/26/2003 R.O TYPE : S
MILEAGE : 14713 ADVISOR NO. : 52

JOB NUMBER : 1 OPERATION 28CV8 OP. DESC. RQST SHOP
SALE TYPE : C TECHNICIAN NO(S). 270
COMPLAINT : CUSTOMER REQUEST:REPAIR RAINY DRIVER TO MIRR PANEL
CAUSE :
CORRECTION : R AND I PANEL AND TRIM MOLD. REFINISH AND CLEAR COAT.CUSTOMER
DETAIL BUFF AND CLEAN

COMMENTS : ADDED TO SERVICE

R.O NO. : 77742 R.O DATE : 06/26/2003 R.O TYPE : S
MILEAGE : 14713 ADVISOR NO. : 141

JOB NUMBER : 1 OPERATION 81CV80JF OP. DESC. LUBE, OIL & FILTER

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SALE TYPE : C TECHNICIAN NO(S). 242
COMPLAINT : CUSTOMER REQUESTS LUBE, OIL & FILTER SERVICE.
INSPECT BRAKE, HOSES, FLUIDS, TIRES & PRESSURE
CAUSE :
CORRECTION : PERFORMED LUBE,OIL & FILTER SERVICE.

JOB NUMBER : 2 OPERATION 11CVR
SALE TYPE : W TECHNICIAN NO(S). 242
COMPLAINT : CUSTOMER STATES: WHEN FIRST STARTED, CAR MAKES STRANGE
NOISE BETWEEN 1ST AND 2ND
CAUSE : DRIVERS FRONT WHEEL BEARING NEEDS
REPLACED WHEEL BEARING
CORRECTION :

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
77783

COMMENTS : TO HOST MAKE PLEASE

R.O NO. : 75107 R.O DATE : 08/21/2000 R.O TYPE : S
MILEAGE : 84367 ADVISOR NO. : 55

JOB NUMBER : 1 OPERATION 41CVR10000MNT OP. DESC. VW 10000 Mile service
SALE TYPE : W TECHNICIAN NO(S). 242
COMPLAINT : CUSTOMER REQUEST:10000 MILE SERVICE
LUBE OIL & FILTER, TIRE ROTATION
CORRECTION : PERFORM 10000 MILE SERVICE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
73187

D

R.O NO. : 72808 R.O DATE : 01/18/2000 R.O TYPE : S
MILEAGE : 8289 ADVISOR NO. : 141

JOB NUMBER : 2 OPERATION 41CVR[illegible] OP. DESC. OIL LIGHT
SALE TYPE : W TECHNICIAN NO(S). 244
COMPLAINT : CUSTOMER STATES:ELECTRICAL VERIFICATION, LIGHT ON
INSTRUMENT PANEL OTHER DRIVER SERVICE
CAUSE : INSTALLED CHOKE SENSOR
CORRECTION :

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
72808

JOB NUMBER : 1 OPERATION 18CVRMUD OP. DESC. INSTALL MUD FLAPS
SALE TYPE : C TECHNICIAN NO(S). 244
COMPLAINT : CUSTOMER REQUESTS INSTALL FRONT AND REAR MUD FLAPS.
CORRECTION : INSTALLED FRONT AND REAR MUD FLAPS.

8

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R.O NO. : 79344 R.O DATE : 11/30/1999 R.O TYPE : S
MILEAGE : 5011 SERVICE NO. : 241

JOB NUMBER : 1 OPERATION RECOMMENDED 08. DESC. OF 5000 MILE SERVICE
SALE TYPE : W 2ND QUALITY NO(S). 244
COMPLAINT : CUSTOMER REQUEST:5000 MILE SERVICE
CORRECTION : PERFORMED 5000 MILE SERVICE

WARRANTY : CLAIM NO. OPERATION NO. CAUSE NO. OPERATION NO.
79344

D
JOB NUMBER : 3 OPERATION CHECK 08. CHEC. TIRE,BRITTAN, ENGINE
SALE TYPE : W TECHNICIAN NO(S). 244
COMPLAINT : CUSTOMER REQUEST: [illegible]
[illegible], NO ACTIVITY
CAUSE : INSPECTED. OPERATED WAY OPTION CHECK
CORRECTION :

WARRANTY : CLAIM NO. OPERATION NO. CAUSE NO. OPERATION NO.
79344

COMMENTS : VW BATT

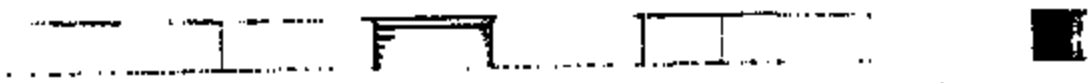
R.O NO. : 80443 R.O DATE : 04/22/1999 R.O TYPE : S
MILEAGE : 0 SERVICE NO. : 241

JOB NUMBER : 1 OPERATION 10CV6 08. DESC. PRE DELIVERY INSPECT
SALE TYPE : W TECHNICIAN NO(S). 242
COMPLAINT : PERFORM PRE DELIVERY INSPECTION
RADIO CODE .....2001 TRIPP OUT 04 ALL CHANGE UNITS
..... WHEEL LOCK KEY REMOVE
CAUSE :
CORRECTION : PRE-DELIVERY INSPECTION PERFORMED.

H
WARRANTY : CLAIM NO. OPERATION NO. CAUSE NO. OPERATION NO.
80443

JOB NUMBER : 2 OPERATION 18CV6BATTCHECK 08. DESC. VW 48 HOUR BATTERYCK
SALE TYPE : W TECHNICIAN NO(S). 242
COMPLAINT : CUSTOMER REQUEST:VW 48 HOUR BATTERY CHECK
BATTERY VOLTAGE IS ..... VOLTS. THEN INSTALL .....
CORRECTION : CHECK BATTERY VOLTAGE 12.6 VOLTS

WARRANTY : CLAIM NO. OPERATION NO. CAUSE NO. OPERATION NO.
80443



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THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).