

10119227

To: NHTS (Complaints) Fax: ~~202-366-7882~~ 202-366-7882

From: _____ Date: 04/14/05

Re: Claim Form Pages: 28 including cover sheet

CC: _____

Urgent For Review Please Comment Please Reply Please Recycle



You can contact me at _____ if you have any question's regarding my claim form.

2005 APR 20 AM 8:34



*Ami...
4/27/05*

Customer Claim Form

Case Number : VWA0567358

Contact Date : 03/25/05

Start Date :

Have you contacted the mfr regarding your claim? YES NO

Customer Name Address

HOUSTON, TX

Day Phone :

Evening Phone:

Fax Number:

E-mail address :

Customer Contact Info:

Vehicle Information

Name(s) that appear on vehicle title:

Is Vehicle titled to a business: no

Percentage of time vehicle used for business purposes:

Transmission Type: Automatic

Number of vehicles owned or leased by the business : 0

Make: Volkswagen Model: Passat

Model Year: 2002

Current Mileage: 78000

Vehicle Identification Number: WVWRH63B42P

Servicing Dealer/City/State : Volkswagen,

Selling Dealer/City/State : Volkswagen, Houston, TX

Insurance Carrier : EASTWOOD

Policy Number:

ATG 2429097

Has vehicle been in an accident/had body damage? Yes No

Date of accident:

Description of Damage :

Purchase/Lease Information (complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 11/29/01 Mileage at purchase:

Lease Date:

Mileage at lease:

Purchased As : New

Leased As :

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: Volkswagen Credit

Leasing Company's Name:

Address:

Address:

City/St/Zip: HOUSTON TX

City/St/Zip:

Phone: (800) 482-4034

Phone:

Lienholder Acct # :

Leasing Company's Acct #:

Resolution Sought

I would like for my car to be replaced or rebought.

Signature of Owner(s):

Date 4-12-05

I am authorizing any lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838



Office of Defects Investigation

2

Complaints
 Navigate: ODI Home

Defect Investigations

Recalls

Service B

Complaints

- Search
- File a Complaint

Defect Investigations

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Safety Recalls

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Service Bulletins

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Downloads

Foreign Campaigns

- Search

EWR Information

- Account Management
- Equipment Manufacturer
- Low Volume Manufacturer

Sitemap

Contact

1-888-DASH-2-DOT
 (1-888-327-4236)

TTY

- 1-800-424-9153 or
- 1-202-484-5238



Vehicle Information

* Denotes required field

Vehicle

Components

Details

Dealer

Adding Dealer Information to this complaint is optional. However, if you choose to enter Dealer information, fields marked with an asterisk (*) are required.

Dealer Name *	<input type="text" value="Advantage Volkswagen"/>	Dealer Type *	<input type="text" value="5"/>
Address 1 :	<input type="text" value="7025 old katy rd"/>		
Address 2 :	<input type="text"/>		
City :	<input type="text" value="Houston"/>	Zip Code :	<input type="text" value="7"/>
State :	<input type="text" value="TEXAS"/>	Country :	<input type="text" value="U"/>
Dealer Phone :	<input type="text" value="n/a"/>	Ext :	<input type="text" value="0"/>
Dealer Fax :	<input type="text" value="n/a"/>	Country Id :	<input type="text" value="0"/>
Dealer Email :	<input type="text" value="n/a"/>		
<input type="button" value="Add Dealer"/>		<input type="button" value="Delete Dealer"/>	

NHTSA Home | ODI Home | Complaints | Defect Investigations | Recalls | Service Bulletins | Priv



Customer Claim Form

Case Number: VWA0

Customer Name:

Problems	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
lower floor was on- FIRST, RADIO WAS REPLACED 3 TIMES		yes				
with not working- SECOND, SPEAKERS WERE REPLACED 3 TIMES		yes				
all the radio indicators was on THIRD, BUTTONS FOR METAL WERE NOT WORKING		yes				
start knobs came off FOURTH WHEN THE PASSENGER SEAT GOES FORWARD AND WILL NOT STOP		yes				
FIFTH, THE SEAT HEATERS BURNT MY CHILDREN						
SIXTH, THE ALIGNMENT WAS TAKEN TO GET SERVICES 3 TIMES AND ONE STILL KNOWS WHAT THE PROBLEM IS.						
SEVENTH, DOOR LATCHES & NO LATCH ARE FEELING						
EIGHTH, CAR TURNED OFF ON MY PRESENT WIFE & TURN OFF SECOND TIME ON FREE WAY DURING LOS ANGELES TRIP & HAD TOW TRUCK PICK THE CAR UP.						
NINTH, GLOVE COMPARTMENT WAS REPLACED						
TENTH, LIGHTS ALWAYS GOING OUT AND BEING REPAIRED						

(Please indicate whether each problem is current)

TJ14 425152 VIEW CAMPAIGN/WARRANTY INFO

02/09/04 03CB
04040 11:51

ENTER-> VIN:

VIN: WFWBHG63842P

SOURCE: VOLKSWAGEN OF AMERICA

MODEL YEAR: 02 MODEL: 3B3585 MAKE: V STATUS:

CMPCD: RK

IN SERVICE

NEW

USED

KIND OF SALE: NEW
DATE: 04/17/02

NEW
04/17/02

UNKNOWN

DEMO EXTENSION EXPIRATION DATE :

MILEAGE:

NO SERVICE WARRANTY CONTRACT :

MILEAGE:

OPTIONS: SLB

FP: 1=HELP

2=VBI MENU

3=SCV LIST



5107 DISPLAY SERVICE HISTORY 02/09/04 03CB
PAGE * 01 VIN: WVRB63B42Z

MODEL COLOR YR
DIVVY DATE SKILL DLR
SALESMAN
MAIL CODE
LIC. PLATE

DEALER DATE MILES R.O. COST \$ ADV M OPERATION

4:5021	11/12/03	41486	46586		000	W2-2760
4:5021	11/07/03	41455	46558		000	W2-9423
4:5021	11/07/03	41455	46558		000	W2-2722
4:5020	5/26/03	30019	41104		000	W2-6815
4:5017	8/12/02	9182	17529		000	W2-6657
4:5017	8/12/02	9182	17529		000	W2-9423
4:5017	7/29/02	8015	17109		000	W2-9423
4:5052	4/11/02	010	26386		000	FM-2706
4:5052	4/11/02	010	26386		000	FM-2736
4:5052	4/11/02	010	26386		000	FM-0901
4:5052	5/25/02	3015	28850		000	W2-9142

F: 1=HELP 2=VSI MENU 4=VDT/CAMP
5 50 NO MORE SERVICE RECORDS

CUSTOMER NAME

SERIAL NO. WVWKH63B42F

TOTAL R/O'S 3

TOTAL SERV. DAYS 3

MAKE VW VOLKSWAGEN

LN#	RO. NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	30398	06/21/2002	5101	A	1998			
				T	1928	1	I 01VWZ005	5000 MILE SERVIC
2	28850	05/25/2002	3015	A	2093			
				T	1928	1	W 52VWE03	SOUND SYSTEM
3	26386	04/10/2002	10	A	7145			
				T	1737	1	W 75VWZ	FDI
				T	1737	2	I 75VWE01	STATE INSP. NEW
				T	1737	3	W 75VWE04	FDI - BATTERY TE
				T	1737	4	I 75VWE05	SAFEGUARD ETCHIN
				T	1737	5	W 75VWE06	FDI - BATTERY CH

(R=ENTER) (P=PAGE) (LINE#) (S-SUMMARY PRINT) (DV-DOCUMENT VIEW)

23024

Archer Dodge - RV
12053 SW Freeway
Stafford, TX 77477
(281) 530-8000

Archer Volkswagen
10400 SW Freeway
Houston, TX 77074
(713) 278-1775

CUSTOMER # 2P302854

WORKORDER

PAGE 1

ASADENA TX

SERVICE ADVISOR: 4017 SALINAS, JOE

LINE	02	VOLKSWAGEN PASSAT	VWVRH53B42P	P98XJN	46503	H6S05	T2B07
DATE	7APR2002	D1JAN02	** WALTER **	0.00	CASH		
			OPTIONS: ENG: 2.8 Liter				
			2 ROS 23025				

19FEB2004 10:56
LINE OR CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

CV CUSTOMER STATES CHECK BRAKES SQUEAK
 Replace Rear brake pad and Rotors **1SD**

SHOP FOREMAN
WALTER

DISCUSSION OF WARRANTIES

It is understood that this Company assumes no responsibility for Loss or Damage by Theft or Fire to vehicles placed with them for Storage, Sale or Repair, or Damage to vehicle when Called for and Delivered, or while Road Testing. The above is for labor and material in general, and all specific mechanical work is priced on and with the estimate. The payment method, and collection being payable in Houston, Harris County, Texas, and in event of default, I agree to pay in addition to the reasonable attorney's fees, permission is granted to the dealer to drive said vehicle on any street or road for the purpose of towing and impounding the same.

Any written file on the product sold hereby are those made by the manufacturer. The Seller, ARCHER DODGE-RV, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ARCHER DODGE-RV neither assumes nor disclaims any other person to assume for it any liability in connection with the sale of said products.

PRELIMINARY ESTIMATE #

AUTHORIZED BY X	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

AUTHORIZED BY _____
 RECEIVED BY _____
 I am the dealer or my agent acting on behalf of the service, and I am authorized to sign for the repair of the above vehicle subject to the terms of work. I understand that this vehicle is subject to inspection by the manufacturer's representative. I agree to pay for the repair of the vehicle in accordance with the estimate of work and parts, and I agree to pay for the repair of the vehicle in accordance with the estimate of work and parts, and I agree to pay for the repair of the vehicle in accordance with the estimate of work and parts.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE/REVISED ESTIMATE.

Signature of Person Responsible or Agent for Payment HARD COPY

MAR 24 2005 3:28PM

CUSTOMER #: 2P302854

23025

Archer Dodge - RV
12053 SW Freeway
Stafford, TX 77477
(281) 690-8000

Archer Volkswagen
10400 SW Freeway
Houston, TX 77074
(714) 372-1778

WORKORDER

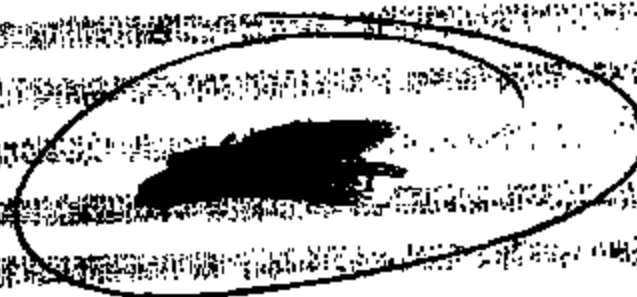
PAGE 1

SADEMA, TX

ME: ---

SERVICE ADVISOR: 4017 BALTAS, JOE

PLATE	VEHICLE	MAKE	MODEL	YEAR	PRICE	TAX
	02 VOLKSWAGEN PASSAT	VWVRH63P42P	P98XJN	46503/46505		T2807
7 APR 2002	01 JAN 02	** WALTER **		0.00	CASH	
OPTIONS: ENG: 2.8 Liter						
2 Ros 23024						

LINE	CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
			halogen bulb born
			Replace halogen light bulb 94231900 (20)
			CUSTOMER REQUESTS WK RECALL AS PER VWQA
			WR IS (50)
			Replace wheelhouse liner
			
			STOP FOR RECALL

EXCLUSION OF WARRANTIES

PRELIMINARY ESTIMATE 8

It is understood that this Company assumes no responsibility for Loss or Damage by Theft or Fire to vehicle placed under its care for storage, repair, or damage to vehicle when called for and delivered, or while being towed. The driver will be liable and responsible for any and all damages to the vehicle in transit. The driver will be responsible for any and all damages to the vehicle in transit. The driver will be responsible for any and all damages to the vehicle in transit. The driver will be responsible for any and all damages to the vehicle in transit.

AUTHORIZED BY	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

AUTHORIZED BY: _____ RECEIVED BY: _____
I, the undersigned, hereby agree to pay for the repair of the above vehicle subject to the terms and conditions of this estimate. I understand that this vehicle is being repaired in accordance with the estimate. I understand that this vehicle is being repaired in accordance with the estimate. I understand that this vehicle is being repaired in accordance with the estimate.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE PRELIMINARY ESTIMATE.

Signature of Person Responsible or Agent for Ford/Chrysler/Jeep/AMC **FOR HARD COPY**

**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).**