

Form Approved: D.M.B. No. 2127-0008

 OCT 20 2009 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 100148 Date Received 24-SEP-2009 Repository ☐ Reference No. 10285145	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City BOWIE State MD Zip Code [REDACTED]		Daytime Telephone Number [REDACTED] Evening Telephone Number [REDACTED] E-mail Address [REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 58971 (Sep. 3, 2004).			
VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WWWAD63B85E			
Date Purchased 1-7-06		Dealer's Name and Telephone Number Koon's Volkswagen	
Original Owner ☒		Dealer's City State Zip Code State	
Transmission Type ☒ Antilock Brakes ☐ Cruise Control		Powertrain Multiple Failure: Incident Date(s) 27-JUL-2009	
FAILED COMPONENT(S)/PART(S) INFORMATION Vehicle Component Codes: 060000 ENGINE AND ENGINE COOLING, 061120 ENGINE AND ENGINE COOLING: ENGINE: GASOLINE: TURBO-CHARGER			
Failure Mileage 62000		Failure Speed 30	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make		Tire Model (Name or Number)	
DOT No. (Example: DOTM19ABCD36)		Tire Size (Example P215/65R15)	
☐ 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:	
Seat Type:		Model No./Name:	
Child Seat Component Code:		Failed Part:	
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)			
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No	
Number of Persons Injured		Number of Deaths	
Reported to Police		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).			
TL* THE CONTACT OWNS A 2005 VW PASSAT. WHILE DRIVING 30 MPH, THE LOW PRESSURE WARNING LIGHT ILLUMINATED ON THE INSTRUMENT PANEL; WHICH INSTRUCTED HER TO DISCONTINUE OPERATION. AT THE CONTACT CHOSE TO CONTINUE OPERATING THE VEHICLE ENGINE FAILURE COULD HAVE OCCURRED. THE VEHICLE WAS TOWED TO A DEALER FOR INSPECTION. A TECHNICIAN REPLACED THE TURBO ALONG WITH THE OIL AND PICK-TUBE; TO AVOID OIL FROM ENTERING INTO THE INNER COOLER. THE CURRENT AND FAILURE MILEAGES WERE 62,000.			
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 to 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.			



RUSSEL VOLKSWAGEN

6624 BALTIMORE NATIONAL PIKE

BALTIMORE, MARYLAND 21228

(410)-744-2300



CUSTOMER NO. 102256	ADDRESS ADRIENNE CARTER	TAG NO. 727	7406	INVOICE DATE 07/30/09	INVOICE NO. VWCS362712
BOWIE, MD	LABOR RATE	LICENSE NO.	MILEAGE 62,010	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 05/VOLKSWAGEN/PASSAT			DELIVERY DATE 01/07/05	DELIVERY MILES
	VEHICLE ID. NO. WVWAD63B85E			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 07/22/09	REPRINT# 1
BUSINESS PHONE	COMMENTS				MO: 62010

COMMENTS
COMBINED WITH THE GOODWILL
VWCA AGREED TO CONTRIBUTE AT TOTAL OF \$1160.00 REFERENCE # 90180869
LOANER M8303RP

TOTALS

PLEASE VISIT US AT WWW.RUSSELAUTOMOTIVE.COM FOR UP TO DATE
SERVICE, PARTS, AND SALES SPECIALS!!!!

Thank you for allowing us to service your vehicle. Your business is important to us and we want you to be a VERY SATISFIED customer. The factory will be contacting you either by mail or by phone to measure your satisfaction. Please take time to fill out the survey and SEND IT IN to the factory with your highest possible rating. If you feel, for any reason, you can not give us the best possible rating, please call me, JOHN SONGER, at 410-818-2240 so I can address your concerns so you'll be able to give us the best rating possible.
Thank you!

TOTAL LABOR..... 1255.00
TOTAL PARTS..... 1372.46
TOTAL SUBLET..... 0.00
TOTAL G.O.G..... 0.00
TOTAL MISC CHG..... 0.00
TOTAL MISC DISC..... 1160.00
TOTAL TAX..... 94.35

TOTAL INVOICE \$ **1561.81**

Specific warranties may vary by Manufacturer.
Please consult your Service Advisor or warranty manual.

Manufacturer Special Policy Adjustment Programs
Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the Manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

IMPORTANT CONSUMER NOTICE

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

LABOR IS CHARGED BY THE FLAT RATE HOUR LIMITED EXPRESS WARRANTY. THE SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE MANUFACTURER'S TERMS STATED ABOVE. THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN THE MANUFACTURER'S TERMS STATED ABOVE, THE DATE OF COMPLETION OF WORK AT RUSSEL.

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

TACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X

IMPORTANT

You will be receiving a manufacturer's Satisfaction Survey in the near future. It is VITAL that you complete and return the survey. If for any reason you cannot grade us "Completely Satisfied," please contact our Service Manager. ALL CUSTOMER'S opinions are needed to gauge our SUCCESS in our Mission of COMPLETE SATISFACTION.

PLEASE SEE REVERSE SIDE

Thank You. We appreciate your business!



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BALTIMORE, MARYLAND 21228
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CUSTOMER NO. 102256	ADRIENNE CARTER	727	TAG NO. 7406	INVOICE DATE 07/30/09	INVOICE NO. VWCS362712
BOWIE, MD	LABOR RATE	LICENSE NO.	62,010	COLOR SILVER/	STOCK NO.
	YEAR/MAKE/MODEL 05/VOLKSWAGEN/PASSAT			DELIVERY DATE 01/07/05	DELIVERY MILES
	VEHICLE ID NO. WVWAD63B85E			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		07/22/09	REPRINT# 1
BUSINESS PHONE	COMMENTS				MO: 62010

LABOR & PARTS

JP 1 02VWZ

ENGINE
STOP ENGINE LOW OIL PRESSURE LIGHT CAME ON. CUSTOMER HAD VEHICLE TOWED IN. OIL CHANGE RECEIPTS ARE IN GLOVE BOX IN OWNERS MANUAL. OIL IN INTERCOOLER. MUST START WITH REPLACING TURBO. MOST LIKELY WILL NEED OIL PICK UP AND PICK UP TUBE. UNABLE TO DETERMINE IF ANY DAMAGED TO ENGINE DUE TO LOSS OF OIL PRESSURE. CUSTOMER AWARE TURBO WOULD BE STARTING POINT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		058-145-703-NX	TURBO	1300.00	1300.00	1300.00
JOB # 1	1		06A-253-039-E	GASKET	6.24	6.24	6.24
JOB # 1	4		N-013-849-5	WASHER	0.67	0.67	2.68
JOB # 1	3		058-145-540	SCREW	5.77	5.77	17.31
JOB # 1	3		N-044-520-3	STUD	1.44	1.44	4.32
JOB # 1	4		N-013-812-8	WASHER	0.40	0.40	1.60
JOB # 1	1		058-145-757-C	GASKET	8.73	8.73	8.73
JOB # 1	3		058-145-791	WASHER	1.25	1.25	3.75
JOB # 1	1		800-253-115	GASKET	22.00	22.00	22.00
JOB # 1	3		N-903-690-01	NUT	3.75	3.75	11.25
JOB # 1	1		068-115-251	PIPE	90.00	90.00	90.00
JOB # 1	1		N-028-222-2	WASHER	10.00	10.00	10.00
JOB # 1	1		D-176-404-A2	SEALANT	30.00	30.00	30.00
JOB # 1	1		058-145-757-A	GASKET	5.00	5.00	5.00
JOB # 1	1		058-145-703-NX	CORE RETURN	200.00	200.00	200.00
JOB # 1	4		001	CLAMP NOS	2.50	2.50	10.00
JOB # 1	1		PKVW6	1.8 PASSAT	49.58	49.58	49.58
JOB # 1	1		N-013-849-5	WASHER	****	****	****
JOB # 1	1		068-115-561-B	OIL FILTER	****	****	****
JOB # 1	6		540S	0 FULL SYN	****	****	****

JOB # 1 TOTAL PARTS 1372.45

JOB # 1 TOTAL LABOR & PARTS 2627.45

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	VWPAR	VW PORTION OF REPAIRS		
			362712	1160.00
		TOTAL	MISC	1160.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$105.00 (+TAX)

COMMENTS
7/27/09- SPOKE W/ CUSTOMER AT 4:00 PM WHOM STATED SHE WOULD GIVE VWQA A CALL ABOUT THE OFFERED \$750.00 CREDIT.
7/27/09- SPOKE W/ VANCE FROM VWQA WHOM STATED HE COULD ONLY CONTRIBUTE \$750.00
7/29/09- VANCE CALLED AND STATED HE WOULD CONTRIBUTE TO THE OIL PICKUP REPAIRS IF NEEDED
7/29/09 - CONFIRMED THAT VEHICLE DOES NEED AN OIL PICKUP. VANCE STATED HE WOULD CONTRIBUTE \$410.00 TOWARDS REPAIRS
VWQA CONTRIBUTED A TOTAL OF \$1160.00 TOWARDS THE REPAIRS
7/29/09 SPOKE WITH CUSTOMER AT 10:49PM WHOM AUTHORIZED A CUSTOMER PAY TOTAL OF \$1577.30. CUSTOMER IS AWARE THAT THIS TOTAL INCLUDES THE DEALER'S CONTRIBUTION OF 10% AND 10% TOWARDS REPAIRS.

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

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IMPORTANT

Not to be used for a repair that is not a safety item. It is vital that you complete and return the survey if for any reason you are not grade us "Completely Satisfied" please contact our Service Manager. ALL CUSTOMER'S opinions are needed to guide our SUCCESS. Our Mission is to COMPLETE.

RUSSEL MAZDA
6624 BALTIMORE NATIONAL PIKE
BALTIMORE MD 21228
410-744-2300

Merchant ID: 000003599639
Term ID: 00410479 Ref #: 0007

Phone Order

XXXXXXXXXX

VISA Entry Method: Manual

Total: \$ 788.16

08/14/09 15:39:32

Inv #: 362712 Appr Code: 000007

Apprvd: Online Batch#: 000372

Customer Copy

VISIT US AT
WWW.RUSSEL AUTOMOTIVE.COM

RUSSEL MAZDA
6624 BALTIMORE NATIONAL PIKE
BALTIMORE MD 21228
410-744-2300

Merchant ID: 000003599639
Term ID: 00410479 Ref #: 0009

Phone Order

XXXXXXXXXX

VISA Entry Method: Manual

Total: \$ 781.65

09/11/09 11:54:33

Inv #: 362712 Appr Code: 000009

Apprvd: Online Batch#: 000421

Customer Copy

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