



DEC 7 2009

U.S. Department
of TransportationNational 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 100148

Date Received

09-NOV-2009

Repository ☐Reference No.
10291507**OWNER INFORMATION (Type or Print)**

Name

Address

City

LEE'S SUMMIT

State

MO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2V8HW54XX9R

Make

VOLKSWAGEN

Model

ROUTAN

Model Year

2009

Date Purchased

JAN. 2009

Dealer's Name and Telephone Number

See attached

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

23-OCT-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

9000

Failure Speed

10

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: DOTM19ABC036)

☐ 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 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 2009 VOLKSWAGEN ROUTAN. WHILE MAKING A RIGHT TURN AT 10 MPH THE VEHICLE SWERVED TO THE RIGHT WITHOUT EFFORT. THE ANTI-SKID WARNING SENSOR ILLUMINATED ON THE INSTRUMENT PANEL. AFTER REPEATED BRAKE APPLICATION HE WAS ABLE TO STOP THE VEHICLE. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER FOR INSPECTION. THE TECHNICIAN STATED THE FAILURE WAS CONTRIBUTED TO THE STEERING ANGLE SENSOR. NO REPAIRS WERE MADE BECAUSE THE PART WAS UNAVAILABLE. THE FAILURE AND CURRENT MILEAGES WERE 9,000.

There was no "repeated brake application" when vehicle swerved to the right, it slowed itself significantly.

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.

MOLLE

VW - Audi

10401 Summit St.
KANSAS CITY, MO 64114
(816) 941-9500

CUSTOMER NO. 8357	ADVISOR LANCE BATTERSHELL	TAG NO. 58 3833	INVOICE DATE 11/10/09	INVOICE NO. VWCS50831
[REDACTED] LEES SUMMIT, MO	LABOR RATE	LICENSE NO.	MILEAGE 9,055	COLOR BLONDE MAPL
	YEAR / MAKE / MODEL 09/VOLKSWAGEN/ROUTAN/ROUTAN			STOCK NO. V94185
	VEHICLE I.D. NO. 2 V 8 H W 5 4 X X 9 R			DELIVERY DATE 01/05/09
	F.T.E. NO.			DELIVERY MILES 22
	P.O. NO.			PRODUCTION DATE
RESIDENCE PHONE		BUSINESS PHONE		SELLING DEALER NO.
[REDACTED]		[REDACTED]		10/23/09
COMMENTS E# CGV 050240				MO: 9058

LABOR & PARTS

J# 1 05VWZ *DRIVEABILITY TECH(S):214 WARRANTY
C/S ESP/BAS LIGHT CAME ON WHILE DRIVING-VEHICLE PULLED
HARD TO SIDE AND BUTTON ON DASH HAS NO EFFECT
FOUND FAULTY CLOCK SPRING, REPLACED, TEST DROVE OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	780-959-654-B	SENSOR 780-959-654-	
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

J# 2+04VWZYB 37E9/YB RECALL TECH(S):214 WARRANTY
REPROGRAM POWERTRAIN CONTROL MODULE
PROGRAM MODULE
37E9/YB RECALL COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

J# 3+04VWZ09 NAV/RAIDO UPDATE TECH(S):214 WARRANTY
RVU 91E4/09 NAVIGATION RADIO SOFTWARE UPDATE
COMPLETED NAV RADIO SOFT WARE UPDATE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
TOW IN LOANER 49

TOTALS

* NEXT RECOMMENDED SERVICE: *
* 11/20/2009 / 10000 MI 01VWZ010 10000 MILE SRVC 97> *

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCT SOLD
HEREBY ARE THOSE MADE BY THE MANU-
FACTURER. THE SELLER, MOLLE VW-AUDI,
HEREBY EXPRESSLY DISCLAIMS ALL WAR-
RANTIES, EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTY OF
MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND MOLLE VW-AUDI
NEITHER ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT ANY
LIABILITY IN CONNECTION WITH THE SALE OF
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CUSTOMER SIGNATURE

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