

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

EQ-10318547-9390

From: [REDACTED]
Sent: Tuesday, April 20, 2010 5:52 PM
To: DataQuality, DataQuality (NHTSA); Berry, Kristin CTR (NHTSA)
Cc: ron
Subject: ODI 10318547

Please find the attached file with additional information as requested.

Regards.

[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 100148

Date Received

10-MAR-2010

Repository Reference No.
10318547**OWNER INFORMATION (Type or Print)**

Name

Address

City

FLANDERS

State

NJ

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

WWWPD63B92P

Make

VOLKSWAGEN

Model

PASSAT

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

FOUR

Gasoline

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Auto

 Antilock Brakes Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

08-MAR-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE, 072200 FUEL SYSTEM, GASOLINE: DELIVERY: HOSES, LINES/PIPING, AND FITTINGS

Failure Mileage

124,673

Failure Speed

25

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: DOTM9ABC036)

 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 2002 VOLKSWAGEN PASSAT. AFTER THE VEHICLE WAS BROUGHT IN ON 8/14/08 PER NHTSA RECALL # 08V156000: FUEL SYSTEM, GASOLINE, DELIVERY, THE CONTACT NOTICED A CRACK IN THE FUEL LINE NEAR THE FIRE WALL 3/8/10. HE ALSO NOTICED THAT GASOLINE SPILLED OVER THE ENGINE AND THE CATALYTIC CONVERTER. THE CONTACT IS CONCERNED THAT THE MANUFACTURER DID NOT PERFORM THE RECALL PROPERLY SINCE FUEL LINES WERE NOT REPLACED. WHEN THE DEALER WAS NOTIFIED OF THE FAILURE THEY REFUSED TO REPAIR VEHICLE UNDER THE RECALL UNLESS THE CONTACT WOULD PAY FOR THE REPAIRS. THE CURRENT & FAILURE MILEAGES 124,673.

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.

April 19, 2010

In regards to: ODI Number 10318547

Kristin Berry
National Highway
Traffic Safety
Administration

Dear Kristin Berry,

Thank you for looking into the matter of the fuel lines that failed under the recall #08V156000 (VW reference 26E5/R5). [REDACTED] is my father and he is the person who filed the original report. I replaced his name with mine and added my contact information on the report form. The Narrative explains that "the vehicle was repaired per NHTSA Recall #08V156000. To the best of my knowledge the fuel lines of my VW Passat (Vin #WVWPD63B92F [REDACTED] where not replaced per the above mentioned recall. I also updated the narrative to reflect this.

The recall states that "automatic transmission vehicles equipped with the 1.8T engine can have a fuel line that may fracture and leak." The fuel supply line fractured at the rolled joint at the support on the fire wall consistent with this recall. It is extremely irresponsible of VW to allow this defect to remain a fire hazard. I consider myself extremely lucky that the car did not catch fire. All the fuel lines should have been replaced when the vehicle was originally brought in on 8/14/08, approx 19 months ago when the vehicle had 109,924 mile on it. Trend Motors (VW Dealer) and Volkswagen of America both refused to make the necessary repairs and informed me that I was responsible for repair.

The following video link on youtube.com shows another Passat owner whose fuel line failed at the same location as mine and he claims that VW made the repair the line per the above recall.

<http://www.youtube.com/watch?v=u5IK45DWsTM>

This is my video link on youtube.com that shows my fail fuel line.

<http://www.youtube.com/watch?v=M3tmP1pEKE>

After Volkswagen refused to repair my vehicle I was forced to have my car towed home where I made the repair by cutting out the damaged section on the fuel lines and replacing it with High Performance Aluminum Fuel line.

Thank you for your efforts and diligence in this matter. Please feel free to contact me if you need any additional information

Regards,

[REDACTED]
[REDACTED]

[REDACTED]
FLANDERS, NJ [REDACTED]



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
Tel. 1 800 893 5298

June 2008

**Subject: Safety Recall 26E5/R5
1999-2002 Model Year Volkswagen Passat and Passat Wagon (5th
Generation) Vehicles
Install Underbody Heat Shields and Inspect/Replace Certain Fuel System
Components if Necessary**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2002 model year Volkswagen Passat and Passat Wagon (5th generation) vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that some 1999-2002 model year Passat and Passat Wagon (5th generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

Precautions You Should Take

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

*Barnie
less than 1/4 of Gas*

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has ¼ tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

This service will take about three hours and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer CARE Center – Hills East (26E5/R5)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance



VOLKSWAGEN

Route 46
ROCKAWAY, N.J. 07866
Tel. (973) 625-0100 • Fax (973) 625-0538



SERVICE & PARTS HOTLINE:
1-877-65-TREND (87363)



www.trendmotors.com

CHRYSLER



Route 10 / Commerce Blvd.
(Next To The Roxbury Mall)
SUCCASUNNA, N.J. 07876
Tel. (973) 584-6010 • Fax (973) 584-7564

FIVE STAR
☆☆☆☆☆
We're better. We'll prove it!

CUSTOMER NO 5861643	ADVISOR CINDY	TAG NO. 3361	INVOICE DATE 08/14/08	INVOICE NO. VWCS89905	
[REDACTED] FLANDERS, NJ	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 109,924	COLOR BLU_SLV_MT/	
	YEAR / MAKE / MODEL 02/VOLKSWAGEN/PASSAT/4 DOOR			DELIVERY DATE 10/31/01	DELIVERY MILES 0
	VEHICLE I.D. NO. W V W P D 6 3 B 9 2 P			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/14/08		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS E# 1.8_Liter_Turbo	MO: 109924		

[STOCK#] STK# 7356 A5 [EXT WARR] VW BASIC 4 YR 5
JOB# 1 CHARGES.....

LABOR.....
J# 1 99VWZ-R5RECALL R5 RECALL TECH(S):9494 WARRANTY
CUSTOMER STATES OPEN R5 RECALL IN SYSTEM
CHECK HEAT SHIELD, FUEL LINE AND FUEL TANK
PERFORM R5 RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	PKR54	R5 RECALL 1.8		WARRANTY
	2	N-908-235-01	SCREW		WARRANTY
	1	380-825-676	HEATSHIELD		WARRANTY
TOTAL - PARTS					0.00

1 TOTALS.....
JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 0.00

COMMENTS.....
NIGHT DROP BDM 8/5

RECOMMENDATIONS.....
REAR BRAKES 490.00+TAX

TOTALS.....

* [] CASH [] VISA [] MASTERCARD *
* [] CHECK - - - CHECK NO. [] *
* [] CHECK AUTH # [] *
* DATE PAID CASHIER *

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

**STATE OF THE ART
BODY SHOP**

FREE ESTIMATES

**TREND MOTORS
AUTO BODY**

Route 10 / Commerce Blvd
(Next to the Roxbury Mall)
SUCCASUNNA, NJ
(973) 584-6010

**WE WORK WITH ALL
MAJOR INSURANCES**

THANK YOU FOR CHOOSING TREND MOTORS FOR SERVICE.
WE VALUE YOU AS OUR CUSTOMER AND APPRECIATE YOUR BUSINESS.
SHOULD YOU RECEIVE A SURVEY FROM VOLKSWAGEN OF AMERICA AND
FEEL WE DO NOT DESERVE A 10 OR Y RATING, PLEASE LET US KNOW
10 (100%) 9 (80%) 8 (65%) 7 (50%) 6 (35%) 5 (20%) 1-4 (0%)

CUSTOMER SIGNATURE

"Where The Difference Is Service"

The Reynolds and Reynolds Company - ERAHNTSIVE C063464 Q (03/08)

The New TREND motors

221 ROUTE 46
 ROCKAWAY, NJ 07866
 (973) 625-0100 • FAX (973) 625-7427
 PARTS HOTLINE
 1-866-448-7363
 trendmotors.com



CUSTOMER NO. 5861643	ADVISOR CINDY	TAG NO. 3361	INVOICE DATE 03/10/10	INVOICE NO. VWCS107596
	LABOR RATE	LICENSE NO.	MILEAGE 124,673	COLOR BLU SLV MT/
	YEAR / MAKE / MODEL 02/VOLKSWAGEN/PASSAT/4 DOOR	DELIVERY DATE 10/31/01	DELIVERY MILES 0	STOCK NO.
FLANDERS, NJ	VEHICLE I.D. NO. W V W P D 6 3 B 9 2 P	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/09/10	REPRINT# 2
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 1.8 Liter Turbo		

[STOCK#] STK# 7356 AS [EXT WARR] VW BASIC 4 YR 5
 JOB# 1 CHARGES-----
 LABOR-----
 JOB# 1 20VWZ FUEL SYSTEM HOURS: 1.00 TECH(S):234 105.00
 CUSTOMER STATES FUEL LINE IS LEAKING - CUSTOMER CONTACTED
 VW FOR COVERAGE NEEDS DIAGNOSIS FOR EXACT ISSUE
 \$105.00 DIAGNOSIS FEE.
 VEHICLE UNSAFE TO DRIVE.
 TECH FOUND FUEL FEED LINE CRACKED AT SUPPORT.
 RECHECKED LINES PER RECALL AND LINES ARE STRAIGHT.
 C/S WILL CONTACT VW FOR FURTHER REVIEW.
 ESTIMATE FOR REPAIR FOR FUEL LINE \$1090.33.
 # 1 TOTALS-----
 LABOR 105.00
 JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 105.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$112.00 (+TAX)
 RECOMMENDATIONS-----
 HOOD STRUT \$123.00 PLUS TAX.
 TOTALS-----

 * [] CASH [] VISA [] MASTERCARD
 * [] CHECK - - - CHECK NO. E
 * [] CHECK AUTH # []
 * [] AMEX [] DISCOVER

 TOTAL LABOR.... 105.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL TAX..... 7.35
TOTAL INVOICE \$ 112.35

THANK YOU FOR CHOOSING TREND MOTORS FOR SERVICE.
 WE VALUE YOU AS OUR CUSTOMER AND APPRECIATE YOUR BUSINESS.
 SHOULD YOU RECEIVE A SURVEY FROM VOLKSWAGEN OF AMERICA AND
 FEEL WE DO NOT DESERVE ALL YES ANSWERS. PLEASE LET US KNOW
 AT CGGLIA@TRENDMOTORS.COM

 CUSTOMER SIGNATURE

92423853881
 TREND MOTORS LTD
 2221 ROUTE 46 WEST
 ROCKAWAY, NJ 07866
 Term ID: 003 Ref #: 006
Sale
 XXXXXXXXXXXX221
 VISA Entry Method: Swiped
 03/10/10 15:27:18
 Inv #: 107596 Appr Code: 251291
 Apprvd: Online Batch#: 069001
 Total: \$ 112.35
 Customer Copy

energy
 and focus here at The New
 Trend Motors, and we are
 determined more than ever to
 make your experience here so
**AMAZING, you'll never go
 anywhere else.**

CUSTOMER CALLED
 CAR COMPLETED

DATE _____

TIME _____

SPOKE
 TO _____

INITIALS _____

NEXT SERVICE DUE

DATE _____

MILEAGE _____

"LIKE NOTHING YOU'VE EVER SEEN"

The Reynolds and Reynolds Company ENR01779E 0034846 G (1/10)



Bruce's Speed Shop
305 Rt 46
Rockaway, NJ 07866

Phone: (973) 664-0192
Fax: (973) 664-0194

INVOICE

Invoice Number	Date	Page
32254	March 12, 2010	1 of 1

Bill To:
Cash Customer

Rockaway, NJ [REDACTED]

Ship To:

Pickup

Customer ID	Sales Person	P.O. Number	Ship Date	Ship Via	Terms	
1000	Margaret		3/12/2010	Pickup	Cash	
Ordered	Shipped	Description	List	Regular	Unit	Amount
2.00	2.00	XRP981806 FITTING ea #6 TUBE NUT	1.73	1.15	1.15	2.30
2.00	2.00	XRP981906 FITTING ea #6 TUBE SLEEVE	1.73	1.15	1.15	2.30
2.00	2.00	GRHAN815-06D FITTING/BRK ea #6 MALE UNION	3.69	3.69	3.69	7.38
1.00	1.00	R62639250 RUSSELL/EDEL ALUM FUEL LINE 3/8 25BLUE	94.98	48.00	48.00	48.00
1.00	1.00	R62660570 RUSSELL/EDEL #6 3/8ID NUT COUPLING2/CD	6.06	4.00	4.00	4.00
1.00	1.00	R62660650 RUSSELL/EDEL #6 3/8ID SLEEVE 2/CARD	4.33	3.00	3.00	3.00

SALE
BRUCES SPEED SHOP
305 ROUTE 46W
ROCKAWAY BORO. NJ 07866
TID: 00001182111
TIME: 12:42 PM DATE: 03/12/10
MERCHANT #: 235217153990
INVOICE: 0000096006
APPROVAL CODE: 348555
SEQ: 005

TOTAL AMOUNT \$71.67
ZELINS/PETER A
CUSTOMER COPY

Merchandise packages returned must be in new condition. No cash refunds. No returns for after 10 days. No returns without original absolutely no returns after 30 days. All returns a minimum 15% handling fee. No returns on Special orders.
Interest per month will be charged on all accounts over 30 days
\$0.00 Return check fee on any check

Payments Applied to Invoice

Reference	Amt
Visa: *** 5221	\$71.67

Total Payment: \$71.67	Subtotal	66.98
Last Payment: 3/12/2010	Freight	-
Card Info: Visa: *** 5221	Sales Tax	4.69
Paid in Full	TOTAL	71.67

Customer Signature _____



Bruce's Speed Shop
305 Rt 46
Rockaway, NJ 07866

Phone: (973) 664-0192
Fax: (973) 664-0194

INVOICE

Invoice Number	Date	Page
32294	March 13, 2010	1 of 1

Bill To:
Cash Customer

Rockaway, NJ [REDACTED]

Ship To:

Pickup

Customer ID	Sales Person	P.O. Number	Ship Date	Ship Via	Terms		
1000	Bruce		3/13/2010	Pickup	Cash		
Ordered	Shipped	Description		List	Regular	Unit	Amount
1.00	1.00	XRP230006 FITTING ea #6 ST PUSH LOCK		6.57	4.38	4.38	4.38
<p>All merchandise packages returned must be in new unopened condition. No cash refunds. No returns for credit after 10 days. No returns without original invoice. Absolutely no returns after 30 days. All returns subject to a minimum 15% handling fee. No returns on Special orders.</p> <p>2% interest per month will be charged on all accounts over 30 days</p> <p>\$30.00 Return check fee on any check</p>							
<p>Total Payment: \$4.69 Last Payment: 3/13/2010 Payment Method: Cash Cash Received: 5.00 Change: 0.31</p>						Subtotal	4.38
						Freight	-
						Sales Tax	0.31
Customer Signature _____						TOTAL	4.69
						Paid in Full	