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| 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 JAN 26 2011 04-OCT-2010 | Repository <input type="checkbox"/> |
| Name | | Daytime Telephone Number | |
| Address | | E-mail Address | |
| City | | Evening Telephone Number | |
| State | NY | Zip Code | |
| 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 | | | |
| Vehicle Identification Number (located at bottom of windshield on driver's side) | | Make | Model |
| 2V4RW3D19AR | | VOLKSWAGEN | ROUTAN |
| Model Year | | 2010 | |
| Date Purchased | Dealer's Name and Telephone Number | | Engine: |
| 08-20-10 | DOORSCHNEL VOLKSWAGEN 866-308-1799 | | No: Cylinders |
| Original Owner | Dealer's City | State | Zip Code |
| <input checked="" type="checkbox"/> | ROCHESTER | N.Y. | 14623 |
| Transmission Type | <input checked="" type="checkbox"/> Antilock Brakes | Powertrain | Incident Date(s) |
| AUTO | <input checked="" type="checkbox"/> Cruise Control | 3.5L V6 | 09-SEP-2010 |
| Multiple Failure: PULLS TO THE RIGHT "CONSTANTLY" | | | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | |
| Vehicle Component Codes: 021000 SUSPENSION: FRONT, 010000 STEERING | | Failure Mileage | Failure Speed |
| | | 1200 200+ | 35 |
| 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) | <input type="checkbox"/> Original Equipment | Failure Location: | |
| | <input type="checkbox"/> Prior Repair | | |
| 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 | Fire | Number of Persons Injured | Number of Deaths |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | |
| 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 2010 VOLKSWAGEN ROUTAN. THE CONTACT WAS DRIVING 35 MPH WHEN THE VEHICLE BEGAN ABNORMALLY PULLING TO THE RIGHT, CAUSING DIFFICULTY IN STEERING. THE CONTACT TOOK THE VEHICLE TO A LOCAL DEALER TO HAVE A WHEEL ALIGNMENT PERFORMED AND TO HAVE THE TIRES ROTATED YET THE FAILURE PERSISTED. THE CONTACT STATED THERE WERE MANY COMPLAINTS ONLINE REGARDING THE SAME YEAR, MAKE AND MODEL AS HIS WITH COMPLAINTS OF THE VEHICLE PULLING TO THE RIGHT INDEPENDENTLY. THE CONTACT WAS CONCERNED OF A POTENTIAL CRASH INVOLVED WITH THE FAILURE OCCURRING. THE FAILURE MILEAGE WAS 1200 200+ | | | |
| 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. | | | |

over

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

The mileage of 1200 miles is incorrect - noticed the pull at about 200+ miles. Camber bolts were installed - still pulls to right. After camber bolts were installed an alignment auto tech test drove vehicle and wrote that van still pulls to right. I drove in snow covered road and had difficulty with van wanting to pull to right. I drove a new VW at the request of VW. It was a 2010 off the dealer's lot - service advisor was along - van pulled to the right worse than mine. I told VW they said since the alignment is within specs nothing else can be done. *Original complaint to dealer*

ATTACH ADDITIONAL SHEETS IF NECESSARY

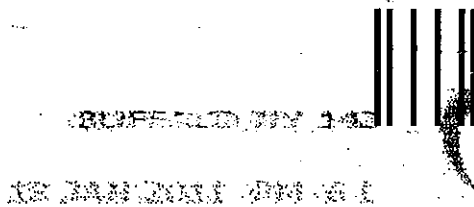
09-04-10

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

| | |
|-------------------------------|-----------------|
| R/O Open Date | R/O Number |
| 10/20/10 | 16023789/1 |
| R/O Close Date | Status |
| 10/29/10 | Pre-Invoice |
| Mileage In | Mileage Out |
| 1566 | 1588 |
| Service Advisor / Tag # | |
| TIM PANIPINTO/1325 | |
| Vehicle Identification Number | |
| 2V4RW3D19AR | |
| Delivery Date | In-Service Date |
| 8/20/10 | 8/20/10 |
| Color | License Number |
| ANTIGUA BL | |

N.Y.S Facility ID# 7048330

| | | | | | |
|-----------|------------|--------|------------------|-------------------------------|-----------------|
| ALDEN, NY | | | Work Phone | Vehicle Identification Number | |
| | | | Home Phone | 2V4RW3D19AR | |
| Year | Make | Model | Body | Delivery Date | In-Service Date |
| 2010 | VOLKSWAGEN | ROUTAN | 4DR WGN SE W/RSE | 8/20/10 | 8/20/10 |
| | | | | Color | License Number |
| | | | | ANTIGUA BL | |

| DESCRIPTION OF SERVICE AND PARTS | AMOUNT |
|--|----------------------------------|
| #1 - 05VWZ: CUSTOMER SERVICES CUSTOMER STATES THAT VEHICLE PULLS TO RIGHT WHEN DRIVING DOWN ROAD Caused by CUSTOMER STATES VEHICLE PULLS TO RIGHT WHILE DRIVING DOWN ROAD, TEST DROVE VEHICLE CONFIRMED COMPLAINT Work performed by MERLE KATZ (MK1) Work performed by JEFFREY CYRAN (JC1) Installed 7B0407740 :CAMBERBOLT 7B04 Qty: 2 BRIAN/MIKE WARRANTY STOCKORDER NCO SWAPPED BOTH FRONT TIRES TEST DROVE VEHICLE, STILL PULLING TO RIGHT, CHECKED ALIGNMENT AND RESET TO SPECS TEST DROVE AGAIN STILL PULLS RIGHT, INSTALLED NEW CAMBER BOLTS FROM VW AND TEST DROVE AGAIN STILL PULLS RIGHT 01210000 .20 44951500 1.40 | Warranty Warranty Warranty |
| #2 - 05VWZ: CUSTOMER SERVICES CUSTOMER STATES THAT RATTLING SOUND METALLIC SOUND OVER BUMPS Caused by ADJUSTED DOOR AND TIGHTENED SPARE TIRE Work performed by CARLOS CARRION (CC1) | Internal |

| | | |
|---|-----------------------|---|
| TOYOTA - SCION 3399 W. HENRIETTA RD. - ROCHESTER, NY 14623 (585) 475-1700 LEXUS - SAAB - NISSAN - INFINITI - VOLKSWAGEN - KIA - ISUZU 3817 W. HENRIETTA RD. - ROCHESTER, NY 14623 (585) 475-1700 | LABOR | .00 |
| | PARTS | .00 |
| NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. | DEDUCTIBLE | .00 |
| | SUBLET | .00 |
| VISIT US AT WWW.DORSCHTEL.COM | SHOP SUPPLIES | .00 |
| | HAZARDOUS MATERIALS | .00 |
| X | SALES TAX OR TAX I.D. | .00 |
| | SPECIAL ORDER DEPOSIT | .00 |
| DATE _____ AMT _____ | DISCOUNTS | .00 |
| | TOTAL DUE | .00 |
| METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> VISA/MC <input type="checkbox"/> AMEX/DISC <input type="checkbox"/> TRAVEL CKS. <input type="checkbox"/> EXT.WARR. <input type="checkbox"/> REC. ACCT. <input type="checkbox"/> INITIALS | | <i>Thank You!</i> WE APPRECIATE YOUR BUSINESS |

(the big picture) angus mackenzie



THERE'S AN ENERGY AND ENTHUSIASM ABOUT THESE YOUNG CHRYSLER EXECS THAT'S VERY EXCITING, AND CLEARLY DRIVEN BY THE OPPORTUNITY GIVEN TO THEM BY FIAT.

This might be of interest since VW Routan is based on Chrysler's van

chrysler's comeback

What's different this time? The people

I FEEL OLD. There was a time when the automaker CEOs I interviewed had maybe 10 or 15 years on me. But I've just spent a day talking to the execs running Chrysler Group's key brands, and every damned one of them is younger than me. By traditional Detroit management standards, they're still in nursery school. But they're emblematic of an amazing transformation happening at Chrysler under hard-charging Canadian-Italian Sergio Marchionne.

Ralph Gilles is articulate, energetic, and a passionate car guy. He's also only just turned 40, heads Chrysler Design, and is now CEO of Dodge as well. His vision for Dodge will warm the heart of any enthusiast: "There's a reason Viper came back into the fold," Gilles says. "I needed a flagship performance vehicle. And then I looked at my entire portfolio and said: 'Well, if I'm going to have that car at the top, then every car should have something that they can claim as real performance.'"

So even the new Dodge Grand Caravan minivan gets retuned suspension, revamped steering, and wider tires. "Tuning a car doesn't really cost anything," Gilles explains. "It's

more about the choices you make."

Hallelujah.

Like Ralph Gilles, 49-year-old Frenchman Olivier Francois holds down more than one job at the new Chrysler. He's CEO of Lancia, Fiat's near-luxury European brand, as well as chief marketing officer of both Fiat and Chrysler. And he's CEO of Chrysler. Don't ask me what he does in his spare time. Francois is implementing Marchionne's ambitious plan to supply Lancia and Chrysler with common hardware. "Both brands share a lot of commonality in their DNA, their history, their target markets," he says. "If you take a Chrysler and make it fun to drive, with European handling and absolutely over-the-top quality, you easily get a Lancia. Which is good news for the American consumer, by the way." Chryslers with European handling? Sounds good to me.

Jeep is being run by 46-year-old Brit Mike Manley, who cut his teeth in the business as a car dealer in the U.K. before moving to America with DaimlerChrysler eight years ago. Manley's vision for Jeep includes a new Grand Wagoneer, built on a lengthened wheelbase version of the new Grand Cherokee's platform.

"Grand Wagoneer would be the pinnacle of Jeep," he says. "We still have work to do to be able to confirm we can do it, but it is very much in my plans." Also on the agenda are diesel engines for the U.S. market, and a new baby Jeep, smaller than Compass, for the European market. "What we want to do is be the complete SUV brand. So as we think about the portfolio, we're thinking about expansions in those areas."

At 38, Italian-American Laura Soave is the youngest of Chrysler's new brand CEOs, and the one with, arguably, the most challenging job—rebranding Fiat after a 26-year absence from the U.S. market. But she's confident the cute 500—four versions of which will be available here by 2012—is the car that can do it. "We showed focus groups the car," she says, "and the minute we told them it was Italian, the reaction was all positive." Soave says Fiat will play heavily on its Italian heritage, but not in a clichéd way: "We're going for modern Italian, not Olive Garden, Tony Soprano, Jersey Shore..."

There's an energy and enthusiasm about these young Chrysler execs that's very exciting and clearly driven by the opportunity given to them by Fiat. "The Fiat guys are proud to be involved with creating American cars," says Ralph Gilles. "They bring war stories, they bring passion, they bring a can-do spirit. I almost forgot what that felt like. It's intoxicating."

There's a refreshing candor, too, whether it's Laura Soave on Detroit's inward-looking nature: "Detroit is not a trend-setting city, let's be honest." Or Ralph Gilles on how America's automakers lost their way: "In some ways we've abused our existing American customers. We thought we could get away with things; we thought they would tolerate less-performing cars and lower content. We're getting out of that business now." Or Olivier Francois on the challenges facing the Chrysler 200, aka the redesigned Sebring: "I don't own this market. I have no customers, have no carpark. I have nothing. So I need to conquer. And that will be tough."

These are people who know they have everything to play for, and everything to lose if they screw up. Chrysler's comeback is in their hands. And from where I sit, they're going to make it stick this time. ■

what we've been up to...

HITCHED AND KITSCHED!

Scott Evans and his lovely bride Kathryn at their San Francisco nuptials. Love the footwear. (Right) Melissa Spiering and crew love-bomb a polar bear in Winter Park, Colo., during a Western leg of the Mini Takes the States rally.

