

 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 APR 14 2011 12-OCT-2010		Repository ☐ Reference No. 10360076	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
ALABASTER		AL			
Zip Code		E-mail Address			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make		Model
WVWPD63B43P			VOLKSWAGEN		PASSAT
Date Purchased		Dealer's Name and Telephone Number		Model Year	
		(205) 823-3333		2003	
Original Owner		Dealer's City		Engine:	
☐		Hoover		No: Cylinders 4	
State		Zip Code		Fuel Type:	
AL		35244			
Transmission Type		Powertrain		Incident Date(s)	
Auto		Front wheel drive		03-SEP-2010	
☒ Antilock Brakes		☒ Cruise Control		Multiple Failure:	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC				Failure Mileage	
				87452	
				Failure Speed	
				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: 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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 2003 VOLKSWAGEN PASSAT. THE CONTACT STATED THAT THE ABS WARNING LIGHT ILLUMINATED WHEN THE BRAKES WERE APPLIED AND THE FRONT OF THE VEHICLE VIBRATED VIOLENTLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE CONTACT WAS INFORMED THAT THE ABS MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE VIBRATING CONTINUED. THERE WAS ALSO A LOUD DINGING NOISE FOLLOWED BY THE WARNING LIGHT WHEN THE BRAKES WERE APPLIED. THE CONTACT CALLED THE MANUFACTURER WHO OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 87,452.					
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.					

Mike & Mikes Auto Care

151 Corporate Way
 Pelham, AL. 35124
 Phone - 205-664-3644

INVOICE

1043

INVOICE

Print Date : 10/08/2010



Alabaster, AL

Home Office

Cust ID : 742

Ref # :

2003 Volkswagen - Passat GL

1.8L, In-Line4, VIN (D)

Lic # :

Odometer In : 87452

Unit # :

Vin # :

Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Hours	Extended
Repair Kit				brake light came on 'stop'	3.00	240.00
4B0-998-375	1.00	646.00	646.00	wiperblades		
filter				tires rotated and balanced		
oil filter	1.00	6.50	6.50	oil change		
syn oil				85,000 ?		
oil syn	7.00	8.50	59.50	found faulty abs control module diag and		
Wiper Blade Set Aerotwin				replace module bleed abs system retset		
3 397 118 925	1.00	56.46	56.46	operating as designed		
Shop Supplies		25.00	25.00	performe oil service	0.30	20.00
				olf		
				rotate and balance tires	0.50	39.95
				performed		

[Technicians : Please Select, Technician; Dean, Jimmy 3]

Org. Estimate \$5.40

Revisions \$0.00

Current Estimate \$ 5.40

Additional Cost

Revised Estimate

Labor: 299.95**Parts: 793.46****Sublet: 0.00****Sub: 1,093.41****Tax: 63.48****Total: 1,156.89****Bal Due: \$1,156.89**

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE.....

Date 10-8-10

Time 1:10 PM

Written By: <none>

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