



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

27-OCT-2010

Repository

Reference No.  
10362663

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City ALTON

State IL

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

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

3VWVW31C76M [REDACTED]

Make VOLKSWAGEN

Model NEW BEETLE

Model Year 2006

Date Purchased 3/31/2006

Dealer's Name and Telephone Number WITTENBERG V.W. 618 674-2277 O'Fallon, IL

Engine: No: Cylinders 5

Fuel Type: UNLEADED Premium

Original Owner

Dealer's City 105 Auto Court O'Fallon, IL 62459

State IL

Zip Code 62459

Transmission Type 6 Speed Auto

Antilock Brakes  
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s) 08-OCT-2010

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage 86000

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: 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 2006 VOLKSWAGEN NEW BEETLE. THE CONTACT STATED THAT THE VACUUM PUMP FOR THE BRAKES HAD MALFUNCTIONED AND CAUSED BRAKE FLUID TO LEAK. THE BRAKE PEDAL WAS ALSO ABNORMALLY LOW. THE CONTACT WAS UNAWARE OF THE FAULTY BRAKE VACUUM PUMP UNTIL THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC FOR WHAT WAS THOUGHT TO BE AN OIL LEAKAGE. THE LOCAL MECHANIC STATED THAT THE VACUUM PUMP BRAKE WOULD NEED TO BE REPLACED. THE CONTACT CALLED THE MANUFACTURER REGARDING THE BRAKING SYSTEM AND THEY STATED THAT SINCE THE VEHICLE WAS OUTSIDE OF THE WARRANTY, THEY WOULD NOT ASSIST WITH REPAIRS. THE CONTACT BELIEVED THE FAILURE WAS A MANUFACTURING DEFECT THAT COULD HAVE CAUSED A MAJOR CRASH WHILE DRIVING. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 86,000.

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.

52819

1 4 9 6 4 8

Dean Team Of Kirkwood



\*INVOICE\*

10205 Manchester Road  
Kirkwood, MO 63122  
(314) 966-0303  
Fax (314) 966-3852

PAGE 1

ALTON, IL  
HOME:  
CELL:

BUS:

SERVICE ADVISOR: 875 ANTHONY SAYER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BEIGE	06	VOLKSWAGEN BEETLE	3VWPW31C76M		86289/86435	T555	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR06	IS12NOV05				120.00	CASH	29OCT10
R.O. OPENED	READY	OPTIONS: DLR:424122 ENG:BPS TRN:MANUAL					
08:53	18OCT10	11:19	29OCT10				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST WAS TOLD BY ANOTHER DEALERSHIP THAT THERE WAS A LEAK FROM REAR OF ENGINE, CHECK ENGINE AND TRANSMISSION FOR ANY LEAKS. ADVISE AZ. DIAG AND REPLACE VAC PUMP (BRAKE BOOSTER).							
				57	CV	455.04	455.04
1	07K-145-100	C	VAC PUMP		257.00	257.00	257.00
1	07K-145-215	A	GASKET		13.50	13.50	13.50
PARTS: 270.50					LABOR: 455.04	OTHER: 0.00	TOTAL LINE A: 725.54

\*\*\*\*\*  
 C ENTERPRISE RENTAL, THIS IS GOOD FOR ONE DAY RENTAL, DOES NOT COVER GAS OR INSURANCE, CAR MUST BE RETURNED TO ENTERPRISE AND INVOICE MUST BE BROUGHT DOWN TO DEAN TEAM TO PICK UP YOUR CAR.  
 ENTE ENTERPRISE RENTAL, THIS IS GOOD FOR ONE DAY RENTAL, DOES NOT COVER GAS OR INSURANCE, CAR MUST BE RETURNED TO ENTERPRISE AND INVOICE MUST BE BROUGHT DOWN TO DEAN TEAM TO PICK UP YOUR CAR.

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
*****							
CUSTOMER PAY ENVIRON/SHOP MTL FOR REPAIR ORDER							9.51

1304/52819

**IMPORTANT**

You may receive a customer satisfaction survey from Volkswagen in the next few weeks. If for any reason you cannot grade us "10" (Completely Satisfied), please contact the service dept. at Dean Team of Kirkwood immediately. Your satisfaction is our No. 1 concern.  
 THANK YOU.  
 (314) 966-0303

*Thank you!*

*for allowing us to service your vehicle*

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	455.04
	PARTS AMOUNT	270.50
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	9.51
	TOTAL CHARGES	735.05
	LESS	0.00
CUSTOMER SIGNATURE	SALES TAX	22.89
	PLEASE PAY THIS AMOUNT	757.94

CUSTOMER COPY