

 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 29-OCT-2010		Repository ☐ Reference No. 10362907	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City		State		Zip Code	
LINCOLN WOOD		IL			
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		Make		Model	
WVWBM7AJ7AW		VOLKSWAGEN		GOLF	
Model Year		Engine		Fuel Type	
2010		TDI		DIESEL	
Date Purchased		Dealer's Name and Telephone Number		No: Cylinders	
3/6/2010		AVI OBAEN EVANSTON (847) 866-7600		4	
Original Owner		Dealer's City		State	
☐		EVANSTON		IL	
Zip Code		66202			
Transmission Type		Antilock Brakes		Powertrain	
AUTO		☒			
		Cruise Control		Multiple Failure:	
		☒		3 times	
				Incident Date(s)	
				28-JUL-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE				Failure Mileage	
DIESEL				2000	
				Failure Speed	
				45	
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		Failure Location:	
		☐ 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	
☐ 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 2010 VOLKSWAGEN GULF TDI. THE CONTACT STATED THAT WHILE DRIVING 45 MPH, THE VEHICLE SUDDENLY STALLED. THERE WAS NO POWER STEERING WHEN THE FAILURE OCCURRED SO THE CONTACT COASTED THE VEHICLE TO THE SIDE OF THE ROAD AND RESTARTED IT. THE FAILURE OCCURRED TWO ADDITIONAL TIMES AND WAS TOWED TO AN AUTHORIZED DEALER. THE DEALER STATED THAT THE FUEL PUMP NEEDED TO BE REPLACED. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 2,000 AND THE CURRENT MILEAGE WAS APPROXIMATELY 6,700.					
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.					

CUSTOMER #: 91363
UNIT# EV9087

347875



VW of Evanston

1033 Chicago Ave. * Evanston, IL 60202
847-866-7600

INVOICE

www.vwofevanston.com

LINCOLNWOOD, IL

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 553 BRIAN SEARS

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: [REDACTED] 555 BREXIT BLVD [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	10	VOLKSWAGEN GOLF	WVWBM7AJ7AW [REDACTED] [REDACTED]	[REDACTED]	7625/7635	TTOWW	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR10 DD			19:00 21OCT10		0.00	CASH	21OCT10
R.O. OPENED		READY		OPTIONS: STK:EV9087 DLR:402132 ENG:2.0 Liter_F.I.			

17:29 07OCT10 16:01 21OCT10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
20105550			FUEL TANK REPLACE				(N/C)
	3482		WV4				
20101931			FUEL TANK REMOVE+REINSTALL				(N/C)
	3482		WV4				
20030750			FUEL BLEED				(N/C)
	3482		WV4				
23741933			HIGH-PRESSURE PUMP REMOVE+REINSTALL				(N/C)
	3482		WV4				
23402033			INJECTOR REMOVE+REINSTALL				(N/C)
	3482		WV4				
23451985			FUEL RETURN PIPE REMOVE+REINSTALL				(N/C)
	3482		WV4				
01500000			GFF/GUIDED FUNCTIONS				(N/C)
	3482		WV4				

FC: 206610 PDE

PART#: 1K0-919-050-J

COUNT:

CLAIM TYPE: 110

AUTH CODE:

20661

SUBL GAS

WV4

(N/C)

OT HEAR PUMP RUNNING. CHECK POWER OK. CHECK FUEL FILTER FOUND BRASS SHAVINGS IN FILTER. START VTA 656354 WAS ADVISED TO REPLACE FUEL PUMP AND FILTER. RECHECK AND VEHICLE WILL NOT START AT THIS POINT. CALL TECH LINE AND WAS ADVISED TO PULL N290 HIGH PRESSURE PUMP AND EXCESSIVE METAL FOUND. WAS ADVISED BY TECH LINE TO REPLACE INJECTORS AND ALL SUPPLY LINES AS WELL. ALSO FLUSHED ALL FUEL LINES FROM PUMP. RECHECK AND RESET BASIC SETTINGS. TEST DRIVE VEHICLE.

B WASH EXTERIOR OF VEHICLE / /

W WASH EXTERIOR OF VEHICLE

99 CV5

0.00

0.00

Thank You
Your Satisfaction Is Our Goal.

Service Department Hours:

Monday thru Friday
7:00A.M. - 7:00P.M.

Saturday
8:00A.M. - 5:00P.M.

WARRANTY FOR
VOLKSWAGEN
PARTS IS 12
MONTHS OR
12,000 MILES
WHICHEVER
COMES FIRST.

STATEMENT OF DISCLAIMER

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.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT / INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	



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BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 553 BRIAN SEARS

BUS: [REDACTED]		CELL: [REDACTED]		SERVICE ADVISOR: [REDACTED]		DATE: [REDACTED]	
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	10	VOLKSWAGEN GOLF		WVWBM7AJ7AW [REDACTED]	[REDACTED]	7625/7635	TTOWW
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR10 DD			19:00 21OCT10		0.00	CASH	21OCT10
R.O. OPENED		READY		OPTIONS: STK:EV9087 DLR:402132 ENG:2.0_Liter_F.I.			

17:29 07OCT10	16:01 21OCT10	LIST	NET	TOTAL
LINE	OPCODE	TECH	TYPE	HOURS

C PERFORM OPEN RECALL / /

CAUSE: 24I4 RECALL.

23602599 24I4 RECALL.

3482 WV4

(N/C)

FC: 24I499 WWO

PART#:

COUNT:

CLAIM TYPE: 710

AUTH CODE:

23602

D RENTAL CAR

CAUSE: 15 DAYS RENTAL OK BY PETE NARDONE.

RENT RENTAL CAR

99 WV4

FC: LOAN55K21

PART#:

COUNT:

CLAIM TYPE: 1SP

AUTH CODE:

*

SUBL WARRANTY RENTAL

WV4

FC: LOAN10D15

MISC RENTAL WRITE OFF.

ISP

(N/C)

(N/C)

(N/C)

E** PERFORM OPEN RECALL / /

CAUSE: 97T2 RECALL.

97942599 97T2

3482 WV4

FC: 97T299 HLO

PART#:

COUNT:

(N/C)

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT / INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	



CUSTOMER #: 91363
UNIT# EV9087

349219



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LINCOLNWOOD, IL

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7360 JASON RIFORGIATO

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	10	VOLKSWAGEN GOLF		WVWBM7AJ7AW		7825/7901	T153
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR10 DD			21:00 27OCT10		0.00	CASH	28OCT10
R.O. OPENED		READY		OPTIONS: STK:EV9087 DLR:402132 ENG:2.0_Liter_F.I.			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A OWNER REPORTS THAT THERE IS A NOISE FROM UNDER THE HOOD WHILE DRIVING
(RATTLING SOUND)

MISC BLEED SMALL AIR POCKET FROM FUEL PUMP
3482 CV5

70.00

0.00

B OWNER REPORTS THAT THERE IS A VIBRATION WHEN TURNING AND SLOWING
DOWN. LIKE WHEN YOU COME OFF A OFF RAMP

MISC FELT SLIGHT VIBRATION FROM FRONT NOTED
SLIGHT CUIPPING FROM TIRES

3482 CV5

0.00

0.00

C INSPECT ROCKERS PANELS

MISC ADVISED ON REAPIR
3482 CV5

0.00

0.00

D ALTERNATE TRANSPORTATION RENTAL VEHICLE
RENTAL ALTERNATE TRANSPORTATION RENTAL VEHICLE

3482 CV5

0.00

0.00

SUBL CUST PAY RENTAL

WV4

(N/C)

FC: 1

100% CUSTOMER SATISFACTION IS OUR GOAL
PLEASE HELP US SERVE YOU BETTER
WHEN CIRCUMSTANCES ALLOW PLEASE USE OUR
APPOINTMENT SYSTEM. THIS WILL ENABLE US TO
PROVIDE BETTER SERVICE AND A MORE ACCURATE
TIME OF COMPLETION.

WE THANK YOU FOR YOUR BUSINESS

Thank You
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Monday thru Friday

7:00A.M. - 7:00P.M.

Saturday

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DESCRIPTION	TOTALS
LABOR AMOUNT	70.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	70.00
LESS DISCOUNT / INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



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CUSTOMER #: 91363
UNIT# EV9087

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PAGE 1

LINCOLNWOOD, IL

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7360 JASON RIFORGIATO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	10	VOLKSWAGEN GOLF	WVWBM7AJ7AW		8859/8871	T255.	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR10 DD			17:00 03DEC10		0.00	CASH	08DEC10
R.O. OPENED		READY	OPTIONS: STK:EV9087 DLR:402132 ENG:2.0 Liter F.I.				

11:17 03DEC10 08:00 08DEC10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A	ALTERNATE TRANSPORTATION RENTAL VEHICLE / /						
	RENTAL ALTERNATE TRANSPORTATION RENTAL VEHICLE						
	3482 CV5					0.00	0.00

B OWNER REPORTS THAT THE CAR STALLED WHEN COMING TO A STOP
MISC TEST DRIVE CAR. NO CONCERN AT THIS TIME ALSO
NO FAULT CODES STORED
3482 CV5 0.00 0.00

C PERFORM 10,000 MILE CAREFREE SERVICE
CAUSE: PERFORM 10,000 MILE SERVICE
03110066 MAINTENANCE 10000 MLS/15000 KM
3482 WV4 (N/C)
1 071-115-562-C FILTERELEM (N/C)
1 N-013-815-7 WASHER (N/C)
5 G-052-195-1L ENG.OIL (N/C)

FC: 031155 TX2
PART#:
COUNT:
CLAIM TYPE: 1MA
AUTH CODE:
03110

D	ALTERNATE TRANSPORTATION RENTAL VEHICLE / /						
	RENTAL ALTERNATE TRANSPORTATION RENTAL VEHICLE						
	3482 CV5					0.00	0.00

E	REPAIR DRIVERS LOWER RAIL (IMPERIAL TO DO)						
	99 CAR SNET TO IMPERIAL TO HAVE RAIL REPAIRED						
	3482 CV5					0.00	0.00

F	BUFF OUT SCRATCH ON DRIVERS SIDE						
	900 BUFF OUT SCRATCH						
	3482 CV5					0.00	0.00

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AMERICAN EXPRESS VISA MasterCard DISCOVER

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT / INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

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LINCOLNWOOD, IL

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 7360 JASON RIFORGIATO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	10	VOLKSWAGEN GOLF	WVWBM7AJ7AW [REDACTED]	[REDACTED]	8859/8871	T255.
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	PAYMENT
06MAR10 DD			17:00 03DEC10			0.00 CASH
R.O. OPENED	READY	OPTIONS: STK:EV9087 DLR:402132 ENG:2.0_Liter_F.I.				

11:17 03DEC10 08:00 08DEC10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

G SLIGHT WIND NOISE FROM PASS FRONT DOOR .

CAUSE: OWNER REPORTS THAT THERE IS A WIND NOISE TEST DRIVE. ADJUST DOOR STRIKER.

57251500 STRIKER PLATE ADJUST

(N/C)

3482 WV4
FC: 5725 WWO
PART#:
COUNT:
CLAIM TYPE: 110
AUTH CODE:
57251

H OWNER REPORTS THAT THE LOW TIRE LIGHT IS ON

CAUSE: OWNER REPORTS THAT THE LOW TIRE LIGHT IS ON. VERIFY COMPLANT

RESET BASIC SETTING AND RE-FLASH BCM WITH 5051B PER TECH LINE

01500000 GFF/GUIDED FUNCTIONS

3482 WV4

(N/C)

FC: WWO
PART#:
COUNT:
CLAIM TYPE: 110
AUTH CODE:
01500

I OWNER REPORTS THAT THE MPG HAS DROPPED

MISC FUEL MILAGE WILL DROP 20% ON AVG WITH THE COOLER TEMPS

3482 CV5

0.00 0.00

J WASH EXTERIOR OF VEHICLE / /
W WASH EXTERIOR OF VEHICLE

3482 CV5

0.00 0.00

K PERFORM OPEN RECALL / /

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CUSTOMER SIGNATURE

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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT / INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	