

Department of Transportation

National Highway Traffic Safety Administration

**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	Repository <input type="checkbox"/>
07-FEB-2011	Reference No. 10380989

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
 Address: [REDACTED]  
 City: CHEEKTOWAGA State: NY Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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 3VWSG71K95M [REDACTED]		Make VOLKSWAGEN	Model JETTA	Model Year 2005
Date Purchased May '09	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type: 87
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type 5 speed Manual	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain 2.5L 5-cyl engine	Multiple Failure:	Incident Date(s) 29-JAN-2011

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

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING  
 Failure Mileage: 79000 Failure Speed:

**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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 2005 VOLKSWAGEN JETTA. THE CONTACT STATED THAT A NOISE COULD BE HEARD FROM THE ENGINE WHILE DECELERATING FROM ANY SPEED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE CONTACT WAS TOLD THE VEHICLE NEEDED A NEW TIMING CHAIN. THE VEHICLE WAS IN THE PROCESS OF BEING REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 79,000. THE VIN WAS UNAVAILABLE.

MAR 14 2011

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.

CUSTOMER #: 77300

289869

# Schmitt's Audi Volkswagen

5255 Genesee Street · P.O. Box 6  
Bowmansville, New York 14026-0006  
(716) 683-3343 · www.schmitts.com  
Cross Ref. No.

\*INVOICE\*

CHEEKTOWAGA, NY

PAGE 1

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

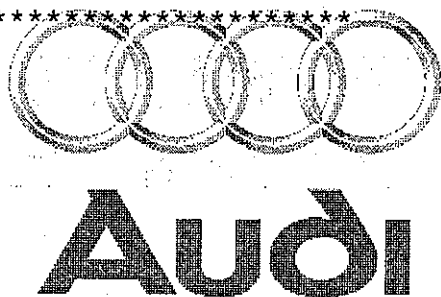
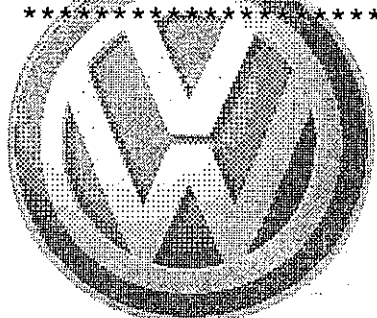
SERVICE ADVISOR: 139 HARRY LAFORTE

N.Y.S. REG. NO. 5150035

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	05	VOLKSWAGEN JETTA	3VWSG71K95M	[REDACTED]	76374/76374		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
16MAY05 DT			17:00 29JAN11		0.00	CASH	31JAN11
R.O. OPENED	READY	OPTIONS: ENG:2.5 Liter					
29JAN11	31JAN11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A OWNER STATES; CHECK ENGINE MALFUNCTION INDICATOR LIGHT IS STAYING ON							
13 DIAGNOSTIC TEST PROCEDURES INCL:SCANNING							
ON-BOARD COMPUTERS FOR RECORDED FAULT							
CODES.TESTING THE FUNCTION OF FUEL							
INJECTION,EMISSION CONTROL SENSORS & RELATED							
COMPONENTS,& DETECTING ANY MALFUNCTIONS THAT							
ARE PRESENT AT THE TIME OF TESTING.							
42 CPV						89.95	89.95

NOTE: TESTING FOUND CODE FOR AIR INTAKE SYSTEM LEAK, CAUSING ROUGH RUNNING CONDITION; ALSO NEED TO CHECK CAMSHAFT TIMING FOR POSSIBLE TIMING CHAIN PROBLEM- NOT SV



<b>DID YOU KNOW</b> ..... SCHMITT'S AUDI VOLKSWAGEN OPERATES A <b>FULL SERVICE COLLISION FACILITY</b> * LOCATED ON SITE * EXPERT BODY AND PAINT REPAIRS * STATE OF THE ART FACILITY * INSURANCE COMPANY ESTIMATES  <b>AUTHORIZATION FOR REPAIRS</b> I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control, Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond our control.	<b>STATEMENT OF DISCLAIMER</b> 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.	DESCRIPTION	TOTALS
		LABOR AMOUNT	89.95
PARTS AMOUNT	0.00		
GAS, OIL, LUBE	0.00		
SUBLET AMOUNT	0.00		
HAZAR. WASTE CHARGE	0.00		
TOTAL CHARGES	89.95		
	0.00		
SALES TAX	7.87		
PLEASE PAY THIS AMOUNT	97.82		

# Black Forest Motorsport, LLC

4585 Genesee St.

Cheektowaga, NY 14225-0000

Shop Phone: (716) 634-1200

Fax: (716) 634-1800

Email: service@blackforestmotorsport.com

Web Address: http://www.blackforestmotorsport.com

Invoice

2592

Estimate Ref #136

Date Printed: 02/18/2011

Printed Time: 2:05 pm

FEIN 20-3869188

NYS Shop# 7106349

Hat/Ref:

Time Promised:

2005 VOLKSWAGEN JETTA 2.5 L5 2.5L 2480CC FI GAS N BQG

VIN: 3VW5G71K95M

License:

Mileage In: 76,354

Date Written: 02/04/2011

Unit #:

Mileage Out: 76,416

Written By: Jason Dale

DOM: 03/05

Save Old Parts: No

Home: [Redacted] Work: [Redacted]  
Cell: [Redacted]

Job Name	Description	Technician	Qty	List	Extended
timing chains	Complete timing chain and clutch job.				
Labor MECH	Work Requested - Complete timing chain and clutch job.		12.00	80.00	960.00
Work Performed - Remove transmission and timing covers. Replace all chains, guides and tensioners. Replace clutch kit and have flywheel resurfaced.					
Part 07K109120A	Timing Chain		1.00	122.00	122.00
Part 07K109217E	chain tensioner		1.00	62.00	62.00
Part 07K109231A	Timing Chain		1.00	123.00	123.00
Part 07K109467B	chain tensioner		1.00	59.50	59.50
Part 07K109235A	tensioner gasket		1.00	2.60	2.60
Part 07K109469G	chain rail		1.00	39.00	39.00
Part 07K109510B	chain tensioner		1.00	28.63	28.63
Part 07K109513D	chain rail		1.00	42.00	42.00
Part 07K109514D	chain rail		1.00	42.00	42.00
Part 07K103483	Valve Cover Gasket		1.00	18.00	18.00
Part 06D115562	oil filter		1.00	14.00	14.00
Part MOT540	Motul 5W40 - specific		6.00	7.50	45.00
Part 03G141015N	clutch kit		1.00	419.00	419.00

Job Total: 1,976.73

Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$1,016.73  
 Labor: \$960.00  
 Sublet: \$0.00  
 Misc: \$0.00  
 Hazmat: \$12.00  
 Supplies: \$20.00  
 Tax: \$175.76  
**Invoice Total: \$2,184.49**

Thank you very much for your business!

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 streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_