



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

MAY 16 2011

8

ERIC T. SCHNEIDERMAN
ATTORNEY GENERAL

845-485-3924

POUGHKEEPSIE REGIONAL OFFICE
DIVISION OF REGIONAL AFFAIRS

May 2, 2011

[REDACTED]
Poughkeepsie, NY [REDACTED]

Our File Number: **2011-957278**
Company: Volkswagen America

Dear [REDACTED]

On behalf of Attorney General Eric T. Schneiderman, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Mark T. Hoops

Mark T. Hoops
Senior Consumer Frauds Representative
Bureau of Consumer Frauds
and Protection

cc: National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

957278



ATTORNEY GENERAL ERIC T. SCHNEIDERMAN
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
120 Broadway, 3rd Floor
New York, NY 10271-0332
Tel. (212) 416-8345 Fax (212) 416-8787

STATE OF NEW YORK
Consumer Hotline 1 (800) 775-7755
For Hearing Impaired TDD (800) 788-9898
RECEIVED
OFFICE OF THE ATTORNEY GENERAL
MAY 02 2011
CONSUMER FRAUDS
POUGHKEEPSIE OFFICE

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO THE OFFICE.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER

YOUR NAME

HOME TELEPHONE NUMBER

STREET ADDRESS

BUSINESS TELEPHONE NUMBER

CITY/TOWN

Poughkeepsie

COUNTY
DutchessSTATE
NY

ZIP

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES
Hudson Valley VolkswagenNAME OF OTHER SELLER OR PROVIDER OF SERVICES
Volkswagen AmericaSTREET ADDRESS
1148 Route 9STREET ADDRESS
3499 West Hamlin Rd

CITY/TOWN

Wappingers Falls

STATE
NYZIP
12590

CITY/TOWN

Rochester Hills

STATE
MIZIP
48309TELEPHONE NUMBER
(845) 298-4500TELEPHONE NUMBER
1-800-893-5298DATE OF TRANSACTION
4/11/2011COST OF PRODUCT OR SERVICE
\$ 801.06

HOW PAID (Check those which apply)

☐ Cash ☐ Check ☒ Credit Card ☐ Other
DID YOU SIGN A CONTRACT?
☐ Yes ☒ No

WHERE DID YOU SIGN THE CONTRACT?

I signed form that showed services given

DATE SIGNED

4/11/2011

WAS PRODUCT OR SERVICE ADVERTISED?
☒ Yes ☐ No

WHERE WAS IT ADVERTISED?

In Recall Campaign

DATE ADVERTISED

TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)
Service should have been covered under an open recall.

DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL

4/12/2011

☐ By Mail☒ By Telephone☐ In Person

PERSON CONTACTED

Marcel

JOB TITLE

Customer Service Representative

NATURE OF RESPONSE

That it looks like it should have been covered but the service team knows the recalls best.

DATE OF RESPONSE

4/12/2011

HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)

☐ Yes☒ No

IS COURT ACTION PENDING? (Please describe as necessary)

☐ Yes☒ No

ADDITIONAL INFORMATION

MANUFACTURER OF PRODUCT

Volkswagen America

PRODUCT MODEL OR SERIAL NUMBER

WVWMD63B65E

ADDRESS

WARRANTY EXPIRATION DATE

N/A

DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)

☐ Yes☒ No

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

On the morning of April 7, 2011 I started smelling gas coming from under the hood. Upon inspection I noticed gas literally spraying out of the fuel line and dripping on the hot exhaust. I immediately had the car (2005 VW Passat, manual transmission) towed to Hudson Valley Volkswagen. According to the recall it sounded like an open shut deal. I even went on the VW website and put in my VIN number which showed that my car was part of the recall. However, they told me that it wasn't part of the recall and that I would have to pay. They told me that the heat shield didn't cause the fracture. Enclosed you will find a copy of the recall campaign which if read carefully you will see that the heat shield is only a problem in automatic transmissions. The heat shield has nothing to do with my car as it is a manual transmission. The next paragraph down states that additionally some manual transmissions equipped with a 1.8T engine may have a fuel line that may fracture and leak. Necessary components will be replaced. I use my vehicle for business so I didn't have time to argue with them and paid for the service and was going to take it up with VW America. On 4/12/2011 I called their customer service line and spoke with Marcel. After an hour of going back and forth with him, I was able to get him to pull up the recall and read it. He said it does sound like it should have been covered under the recall, but that the service managers know the recall best. He said there was nothing further he could do. Also, enclosed you will find a copy of the service statement. The top portion shows that they found a leak in the fuel line. On the bottom of page 1, it shows the recall. It states check fuel lines; unclip bracket-no cracks or leaks found. How can they say they found a fuel leak but then they didn't find any leaks when performing the recall. That's because they didn't perform the recall until after they fixed the leak.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) Money back

WHO REFERRED YOU TO THIS OFFICE? The general complaint line.

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Sig

Date: 5/2/2011

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332

Poughkeepsie Regional Office
1 Civic Center Plaza
Ste 401
Poughkeepsie, NY 12601
Fax 452-3303

Customer Letter Example (U.S.A.) (Vehicles with only 26E5/R5) June 2008

**Subject: Safety Recall 26E5/R5
1999-2002 Model Year Volkswagen Passat and Passat Wagon (5th Generation) Vehicles
Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components If Necessary**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1999-2002 model year Volkswagen Passat and Passat Wagon (5th generation) vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Volkswagen has decided that some 1999-2002 model year Passat and Passat Wagon (5th generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

Precautions You Should Take

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer, or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has $\frac{1}{4}$ tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

This service will take about three hours and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

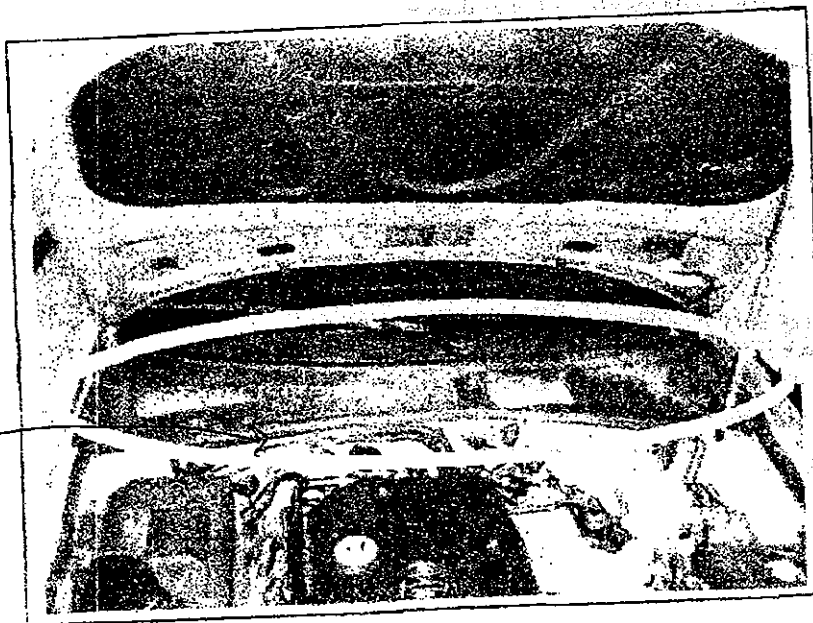
Volkswagen of America, Inc.
Attn: Customer CARE Center - Hills East (26E5/R5)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely, Volkswagen Product Compliance

Location of
Leak



What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay.

To help facilitate the repairs, please ensure that your vehicle has $\frac{1}{2}$ tank or less of fuel on the day of repair, and please be sure to bring all of the vehicle keys to your service appointment.

These services will take about four hours and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for any of the following items listed below, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

- ⇒ Replacement of a heat shield because it has become damaged and loose and contacted the exhaust system on an automatic transmission vehicle
- ⇒ Replacement of the fuel line on a 1.8T vehicle due to a fuel leak in the engine compartment
- ⇒ Replacement of the fuel tank on 4Motion all-wheel drive vehicles due to a fuel leak at the ventilation valve

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer CARE Center - Hills East (26E5/R5 and 66C8/P9)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. © 2003 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

June 2003

R5 (26E5)

Customer Letter Example (U.S.A.) (Vehicles with 26E5/R5 and 66C8/P9) June 2008

Subject: Safety Recall 26E5/R5
2001 and 2003-2005 Model Year Volkswagen Passat and Passat Wagon (5th Generation) Vehicles
Install Underbody Heat Shields and Inspect/Replace Certain Fuel System Components if Necessary, and

Service Action 66C8/P9
Service Air Plenum Area to Improve Drainage & Install Improved Pollen Filter Seal

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5th generation) vehicles. Our records show that you are the owner of one of these vehicles.

Safety Recall 26E5/R5

What Is The Problem?

Volkswagen has decided that some 2001 and 2003-2005 model year Volkswagen Passat and Passat Wagon (5th generation) vehicles with automatic transmissions may have an underbody heat shield that can become damaged. If a damaged heat shield contacts the exhaust system, there is risk of fire.

Also, some 4Motion/all wheel drive vehicles can have a fuel tank ventilation valve that can leak due to fracture. Additionally, some manual and automatic transmission vehicles equipped with a 1.8T engine can have a fuel line that may fracture and leak. A fuel leak from a fuel line or fuel tank ventilation valve, in the presence of an ignition source, can lead to a vehicle fire.

What Will Volkswagen Do?

Dealers will install additional underbody heat shields on automatic transmission vehicles to cover the possibly damaged areas and flash affected 1.8T engines with a precautionary software update.

Additionally, dealers will inspect the fuel line routing on 1.8T vehicles and adjust the routing if necessary. Dealers will also inspect the fuel tank ventilation line and valve on 4Motion all-wheel drive vehicles to verify that the line is free of tension. Components will be replaced if necessary.

Precautions You Should Take

Your vehicle can be driven until the inspection/repair is conducted. However, if you can smell fuel in your vehicle, we advise you to proceed immediately to the nearest authorized Volkswagen dealer or qualified workshop if you believe it is safe to do so, in order to have the fuel system on your vehicle inspected.

Service Action 66C8/P9

Air Plenum Area Service and Pollen Filter Seal Installation

We are also writing to inform you about a service to the air plenum area that we would like to perform for you at no cost. This service is not related to safety recall 26E5/R5.

On some vehicles, moist debris might clog the air plenum drain area and water could leak into the passenger compartment. In order to prevent this condition, we will inspect, clean and modify the air plenum drain. We will also modify the sunroof drain (if equipped) and install an improved seal for the pollen filter on your vehicle.

Additionally, this condition can be prevented by ensuring that the air plenum area is maintained regularly to keep it clear of dirt and debris. This helps to avoid the water drain holes from becoming blocked, and it prevents water from entering the vehicle through the heating and ventilation ducts. Please refer to your owner's manual for additional information, including important warnings about working in and around the engine compartment and air plenum area.

To help ensure that the air plenum area remains clear in the future, we recommend regular inspection and, when necessary, cleaning of the air plenum area shown in the picture below. Please be sure to keep this letter with your owner's manual so it will be available for future reference.

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2008 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

June 2008

R5 (26E5)

CUSTOMER #: 250378

768047

HUDSON VALLEY VOLKSWAGEN, L.L.C. DBA
HUDSON VALLEY VOLKSWAGEN

1148 Route 9

WAPPINGERS FALLS, NEW YORK 12590

(845) 298-4500

www.ThePremierCollection.com

N.Y.S. REGISTERED

REPAIR SHOP NO. 708 4880

INVOICE
DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 1956 BRYONNA AUTH

POUGHKEEPSIE, NY

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	05	VOLKSWAGEN PASSAT	WVWMD63B65E	[REDACTED]	123850/123852	T879	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC04 DD			17:00 07APR11		105.00	COUPP	11APR11
R/O OPENED	READY	OPTIONS: DLR:HVW ENG:1.8 Liter Turbo					
09:24 07APR11	15:31 11APR11						
LIST	NET	TOTAL					

LINE OPCODE TECH TYPE HOURS

A TOW IN--CUSTOMER STATES THERE IS A FUEL LINE LEAKING--SEE IF RELATED TO RECALL

00 FOUND FUEL LINE ASSY LEAKING UNDER HOOD,
REMOVED EXHAUST, REMOVED AND REPLACED FUEL
LINE SET, BLEED SYSTEM, TEST DROVE

2201 C

1 3B0-201-544-BS PIPE

8 HC HOSE CLAMP

PARTS: 308.35 LABOR:

	525.00	525.00
288.75	288.75	288.75
2.45	2.45	19.60
TOTAL LINE A:		833.35

120000 FOUND FUEL LINES CRACK UNDER HOOD, REMOVED FUEL LINE ASSY,
FROM TOP FRO TANK, AND REPLACED FUEL LINE ASSEMBLY COMPLETEB RECALL N400-03 BRAKE LIGHT SWITCH
CAUSE: PERFORMED N4 RECALL

94361999 PERFORMED BRAKE LIGHT SWITCH RECALL N4

2201 W

1 1K2-945-511-RDW

FC: N40099 WWO

PART#: 1K2-945-511-RDW

COUNT:

CLAIM TYPE: 710

AUTH CODE:

94361

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

120000 REPLACE BRAKE LIGHT SWITCH

C RECALL 26E5-03 UNDERBODY HEAD SHIELD
CAUSE: PERFORMED 26E501830099 CHECK FUEL LINES; UNCLIP BRACKET-NO
CRACKS OR LEAKS FOUND

2201 W

1 3B0-825-676 HEATSHIELD

(N/C)
(N/C)ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

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.

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

MISC. DISCOUNT

SALES TAX

PLEASE PAY
THIS AMOUNT

TOTALS

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 250378

768047

HUDSON VALLEY VOLKSWAGEN, L.L.C. DBA

HUDSON VALLEY VOLKSWAGEN

1148 Route 9

WAPPINGERS FALLS, NEW YORK 12590

(845) 298-4500

www.ThePremierCollection.com

N.Y.S. REGISTERED

REPAIR SHOP NO. 708 4880

INVOICE

DUPLICATE 1
PAGE 2

SERVICE ADVISOR: 1956 BRYONNA AUTH

POUGHKEEPSIE, NY

HOME [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

HOME [REDACTED] CONTIN/11
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1956 BRYONNA ROTH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	05	VOLKSWAGEN PASSAT	WVWMD63B65E [REDACTED]	[REDACTED]	123850/123852	T879	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
30DEC04 DL			17:00 07APR11		105.00	COUPP	11APR11
R.O. OPENED	READY	OPTIONS: DLR:HVVW ENG:1.8_Liter_Turbo					

09:24 07APR11	15:31 11APR11		LIST	NET	TOTAL
LINE	OPCODE	TECH TYPE HOURS			(N/C)

2 N-908-235-01 SCREW
24251999 REMOVE AND REPLACE AIR FILTER BOX; NO
LEAKS AT THIS TIME

2201 W

FC: 26E599 VWE

PART#: 3B0-825-676

COUNT:

CLAIM TYPE: 710

AUTH CODE:

01830

PARTS: 0.00 LABOR:

0.00 OTHER: 0.00

TOTAL LINE C: 0.00

120000 REPLACE HEAT SHIELD REMOVED FOAM BUSH

D RECALL 66C8-01 PLENUM

CAUSE: PERFORMED 66C8

51655599 PERFORMED

2201 W

1 AKD-497-010-04-

FC: 66C866 WWO

PART#: AKD-497-010-04-N

COUNT:

CLAIM TYPE: 710

AUTH CODE:

51655

PARTS: 0.00 LABOR:

0.00 OTHER:

0.00 TOTAL LINE D: 0.00

120000 REMOVE UPPER COWL WI (PER BLADE REMOVE CABIN AIR HOUSING
RESEAL AND REASSEMBLE

E Perform multi-point inspection ***\$39.95 value***
FREE Perform multi-point inspection ***\$39.95
value***

2201 C

0.00 0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

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.

DESCRIPTION

TOTALS

LABOR AMOUNT
PARTS AMOUNT
GAS, OIL, LUBE
SUBLET AMOUNT
MISC. CHARGES
TOTAL CHARGES
MISC. DISCOUNT
SALES TAX

PLEASE PAY
THIS AMOUNT

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

HUDSON VALLEY VOLKSWAGEN LLC

HUDSON VALLEY VOLKSWAGEN

1148 Route 9

WAPPINGERS FALLS, NEW YORK 12590

(845) 298-4500

www.ThePremierCollection.com

N.Y.S. REGISTERED

REPAIR SHOP NO. 708 4880

SR #: 250378

768047

INVOICE

DUPLICATE 1
PAGE 3

POUGHKEEPSIE, NY

HOME

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 1956 BRYONNA AUTH

BUS:		CELL:		SERVICE:		MILEAGE IN / OUT		TAG	
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE			
BLUE	05	VOLKSWAGEN PASSAT		WVWMD63B65E		123850/123852		T879	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
30DEC04 DD			17:00 07APR11			105.00	COUPP	11APR11	
R.O. OPENED		READY		OPTIONS: DLR:HVVW ENG:1.8_Liter_Turbo					

09:24 07APR11 15:31 11APR11

LINE OPCODE TECH TYPE HOURS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F Your next service is due

NSD YOUR NEXT SERVICE IS DUE EVERY 5,000 MILES

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

 FOUND CLUTCH WORN \$ 1160 + TAX
 4 TIRES DUNLOP \$533 + TAX
 \$425 + TAX 195/65R15 FRG
 \$ 211 + TAX R/F AXLE \$

 THANK YOU FOR YOUR BUSINESS ! You will receive a survey from our dealership, if for any reason you cannot give us ALL 10's or YES contact our Service Manager (45) 298-4506 or

HUDSON VALLEY
VOLKSWAGEN
1148 ROUTE 9
WAPPINGERS NY 12590
845-298-4500

C O P Y

04/11/2011 15:32:57
Sale:

Transaction # 5
Card Type: VISA
Acc: *****
Entry: Swiped
Invoice # 768047
Total: 801.06
Reference No.: 10120202801
Auth.Code: 053837
Response: APPROVAL 053837
Sequence Number: 0005
Merchant Number: 400000126482
Terminal ID: 73298853
Terminal Number: 0001

CUSTOMER COPY

THANK YOU
COME AGAIN

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

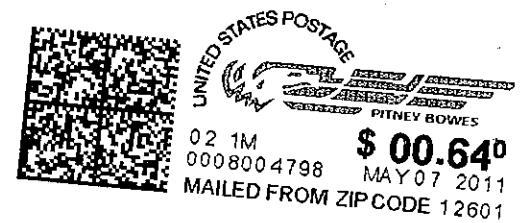
STATEMENT OF DISCLAIMER

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.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	525.00
PARTS AMOUNT	308.35
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	833.35
MISC. DISCOUNT	100.00
SALES TAX	67.71
PLEASE PAY THIS AMOUNT	801.06

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
235 MAIN STREET, THIRD FLOOR
POUGHKEEPSIE, NY 12601-3194
MARK T. HOOPS



|||||
National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590