



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

JUL - 3 2011
06-JUN-2011

Repository ☐

Reference No.
10404567

OWNER INFORMATION (Type or Print)

Name **[REDACTED]**

Address **[REDACTED]**

City KUNKLE TOWN

State PA

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
WVWUK63B23 **[REDACTED]**

Make
VOLKSWAGEN

Model
PASSAT

Model Year
2003

Date Purchased

10/27/2007

Dealer's Name and Telephone Number

BUTRIGHT AUTO 2013302100

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

UNION CITY NJ

State

NJ

Zip Code

07047

8

GAS

Transmission Type

AUTO

☐ Antilock Brakes

☐ Cruise Control

Powertrain

8CLY

Multiple Failure:

Incident Date(s)

06-JUN-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE

Failure Mileage
114000

Failure Speed
0

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

0

Number of Deaths

0

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 AFTER HE RECEIVED A VOLUNTARY RECALL IN REGARDS TO THE EMISSIONS SYSTEM AND HAVING THE REPAIRS DONE, HE NOTICED THAT THE CHECK ENGINE LIGHT ILLUMINATED FOR APPROXIMATELY 2 1/2 YEARS. THE VEHICLE WAS THEN INSPECTED BY A INDEPENDENT MECHANIC WHO ADVISED HIM THAT THE VALVE ON THE FUEL TANK HAD FAILED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE SINCE THERE WAS A ONE YEAR WARRANTY ON THE VOLUNTARY RECALL. THE FAILURE MILEAGE WAS APPROXIMATELY 114,000.

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 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.

ATTACH ADDITIONAL SHEETS IF NECESSARY

|||||

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

[REDACTED]
Kunkletown PA [REDACTED]

June 11, 2011

Jonathan Browning
President and CEO
Volkswagen Group of America
2200 Ferdinand Porsche Drive
Herndon VA 20171

Dear: Mr. Browning

Your customer care center was unwilling to help me.

On 06/01/11 My Passat was brought in to Roth Auto Service Center for a gas leak. They found the fuel tank ventilation valve cracked. The same one that the recall for heat shield was trying to protect. The recall was done by Halterman's VW. I do not rust their work. A thermostat with housing was changed by them and had to be redone 3 times with different excuses why it had to be redone. According to the recall the gas tank should be inspected or replaced if necessary. I doubt it was checked properly we waited to have this recall done. When Roth Auto looked at this they used a mirror and could not determine where the gas leak was. Then they blew smoke thought the line and could only tell the area where it was coming from. They needed to pull the suspension and rear axle in order to get at the gas tank to pull this tank out. I have included pictures of before the tank was pulled and the crack in the ventilation valve. Also we have been complaining of gas smell and low gas mileage for a while. My daughter has this vehicle at her college for past three years so not a lot of mileage has been put on it.

I expect to be reimbursed for this repair in full:

- 1) Thompson VW said the recall is only done once
- 2) VW Customer Service reiterated it is only done once
- 3) This could have been a vehicle fire it was very possible it was leaking onto the exhaust and possible loss of life.

Your company's lack of service and professionalism to take responsibility for a known problem (recall) is unacceptable to me. You may reach me at [REDACTED] to discuss this matter further.

Sincerely,

[REDACTED]

[REDACTED]
Kunkletown PA [REDACTED]

June 12, 2011
[REDACTED]

To Whom it may concern

This letter is to complain about service I recently received from a VW customer service representative named. Peggy

I called VW on 06/09/2011 to find out how to deal with a problem I've had with my Passat recall. After I had been on hold for several minutes, Peggy came on the line. Peggy put me on hold for several minutes, and then returned to say she could not help me. Needless to say, I was quite frustrated.

I expected a much higher level of service from your company, and I am quite disappointed. Because the repair was not done properly during the recall. The part that was supposed to be protected broke and we have been complaining of loss of gas mileage and a gas smell. But was very difficult to diagnose because of the location of the part. I expect a full refund of the total repair.

Sincerely,

[REDACTED]









CUSTOMER #: 2019933912

9 6 5 6 7

HOLBERT MOTOR CARS

INVOICE

1607 EASTON ROAD
WARRINGTON, PA 18976
(215) 343-1600 * (215) 343-2890 * Fax (215) 343-4269
DIRECT PARTS LINE: (215) 343-5352 & 4810
Website: www.holberts.com

KUNKLETOWN, PA

PAGE 1

HOME
BUS: CONT:N/A
CELL:

SERVICE ADVISOR: 9557 WIL JONES

BUS:		CELL:		SERVICE ADVISOR: 9557-1111			
COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/ OUT	TAG
BLUE	03	VOLKSWAGEN PASSAT	WVWUK63B23P			94354/94355	T730
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			17:00 27JAN09		89.00	CASH	28JAN09

BY OPTIONS: ENG:4.0 Liter

AN09

JRS

ENGINE LIGHT IS ON
ONIC DIAGNOSIS/CHECKED AND
FLOW SENSOR MALFUNCTIONING
TO COME ON

.00 89.00 89.00

SPECIALLY ORDERED-PLEASE
PAIR COSTS WILL BE \$395(PARTS

.00 0.00 0.00
: 89.00 OTHER: 0.00 TOTAL LINE A: 89.00

IGHT IS ON

99 SEE REPAIR LINE "A"
7 CPVW 0.00

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

PAID

BY: _____

Do we have your name and address correct?
Please advise if not.

**ALL PARTS BEGINNING WITH THE LETTER "O" ARE
NON-GENUINE.**

Thank You For Your Business!

Not responsible for loss or damage to cars or articles
left in cars in case of fire, theft or any cause beyond
our control.

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	89.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	89.00
LESS INSURANCE	0.00
SALES TAX	5.34
PLEASE PAY THIS AMOUNT	94.34

CUSTOMER COPY

THE ALLEY-GATOR
AUTOMOTIVE SHOP
571 E BUTLER AVE
NEW BRITAIN, PA 18901

TERMINAL ID.: 74420402
MERCHANT #: 993400703074

VISA [REDACTED]
SALE [REDACTED]
BATCH: 000183 INU: 000401
Nov 11, 10 16:17
ARN: 031521605504 AUTH: 01693A
TRAN SEQ #: 000754

APPROVAL 01693A

TOTAL 165.58

215-345-0900

CUSTOMER COPY

The ALLEY-GATOR Automotive Shop

571 E. Butler Avenue
New Britain, Pa 18901
Phone: 215-345-0900

Larry Fabian

INVOICE

Page 1 of 1



Vehicle: 03 Volkswagen Passat

VIN: WVVWUK63B23F [REDACTED]

License:

Mileage: 109,961

Inv #: A001585

Date: 11/11/10

PO #:

Tech: 001

Writer: 001

2 Cell Phone: [REDACTED] Ext: Tom

Description	Ref/Num	Qty	Unit Price	Parts	Service
Oil & Check All Fluids	00L01				30.00
& Repair	"				
Leak	"				
Oil	5W-40SYN	9.0	7.25	65.25	
	1212	1.0		21.90	
	ANT-FR	0.6	6.00	3.60	
	PSFLUID	0.8	5.00	4.00	
	WW-FL	4.6	0.75	3.45	
id					
Check All Four Brakes	10C4B				20.00
1. Rotate Tires	"				
Access Engine Computer Codes - #456	50501				8.00
1. Check For Gas Smell	"				
Evap System Code #456 - Reflash Computer ??	*RECOMMENDATION*				
Smell Gas Around Gas Tank ??	"				
Check Front Brakes & Rotors in 6 Months	*RECOMMENDATION*				

Because we take pride in the quality of the work we perform, your satisfaction is important to us. We encourage any questions, comments or concerns you may have, be made known to us. All warranty work must be performed by us. Liability shall not extend beyond the cost of the original repair, nor shall it include incidental damages i.e., towing, lost wages etc. By receiving your vehicle, you understand and acknowledge acceptance of the terms and charges contained herein. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto.

Please sign here: x [Signature] Date: 11-11-10

Date: _____

Rec'd by: _____

Pay type: _____

Amt Paid: _____

Balance: 165.58

Thank You

Service 58.00
Parts 98.20

Non-taxable 0.00
Taxable 156.20

Sub-Total 156.20
Sales Tax 9.38
Inv Total 165.58

THE ALLEY-GATOR
AUTOMOTIVE SHOP
571 EAST BUTLER AVENUE
NEW BRITAIN, PA 18901

857237

STATEMENT

DATE 2-6-09

TERMS

TO

ADDR

03 VW PASSAT 4.0L

IN ACCOUNT WITH

4 motion

94,476

R+R Air Flow meter
(3 CLIPS MISSING + NO AIR FILTER)
TEMPORARILY INSTALL FILTER +
ORDER CLIPS + FILTER

R+R AIR FILTER BOX
1) R+R AIR FILTER
2) INSTALL CLIPS
3) R+R AIR FLOW METER
4) CLEAR CODE (102)

75.00

AIR FILTER

22.90

3 Air Filter Box Clips

2.95

8.85

\$ 106.75

TAX 6.41

\$ 113.16

pd by
cc 2.12.09



Roth Auto Service Center

100 Penn Street
Lansdale, Pa 19446
Phone: (215)368-2225 FAX: (215)368-3055

INVOICE

Page 1 of 1



Vehicle: 03 Volkswagen Passat	Inv #: A016351
VIN: WVVWUK63B23F	Date: 06/08/11
License:	PO #:
Mileage: 114,153	Tech: 001 Writer: 005

Mobile:	Ext: Malis	Father:	Ext: Tom
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Description	Ref/Num	Qty	Unit Price	Parts	Service
Tow in Forge Gate	Sublet				100.00
Diagnose Check Engine Light On, Fuel Gauge Inop	EPCCC				149.97
And Fuel Leak in Fuel Tank Area. Scan ECM, Pulled	"				
Code P0456 Evap System Small Leak. Perform	"				
Visual Evap System Check, Smoke Test For Leaks &	"				
Test Component Operation. (Leak is in Upper Fuel	"				
Tank Area). Test Fuel Gauge - Sweep Test is OK.	"				
Test Fuel Sending Units & Wire Harness. Testing	"				
Shows 1 Sender is Way Out of Range, 1 Sender is	"				
at Limit. Sender Set is Defective. See Repair	"				
Below. Check Upper Tank Area as Best as Possible	"				
For Cause of Fuel Leak. Check Out Inconclusive,	"				
Must Drop Tank to Pin Point Leak. See Below.	"				
R & I Rear Suspension. Drain & Drop Fuel Tank.	FSCCC				1,034.54
Found Fuel Tank Ventilation Valve Cracked at Hose	"				
Nipple. See Pictures Sent to Customer.	"				
Replace Forward Fuel Tank Assembly. Replace 3 in	"				
Tank Fuel Gauge Sending Units & Fuel Filter. Purge	"				
Fault Codes And Reset ECM. Road Test.	"				
Fuel Gauge Sender Kit	3B0998673C	1.0		242.00	
Forward Fuel Tank	3B7201075C	1.0		1,125.00	
Stainless Hose Clamp	NPNCLAMPS	8.0	2.97	23.76	
Subframe Bolt	N90981302	4.0	3.40	13.60	
Fuel Filter	441201511C	1.0		26.00	
Wheel Alignment.	Sublet				89.95

ON*

Service	1,374.46
Parts	1,430.36
Non-taxable	0.00
Taxable	2,804.82
Sub-Total	2,804.82
Sales Tax	168.30
Inv Total	2,973.12

te: 6-8-11

c'd by: Tom

y type: VISA

nt Paid:

ance: 2,973.12

Thank You

A016351

BI-Phone



Buy Right Auto Sales Inc.

USED
VEHICLE ORDER

502 Kennedy Blvd. Union City, NJ 07087
Tel: (201) 330.2100 • Fax: (201) 330.7603

807 Kennedy Blvd. North Bergen, NJ 07047
Tel: (201) 330.8891

www.buyrightusedcars.com

SALES PERSON:

DATE:

PURCHASER'S NAME: _____ S.S. #: _____
 ADDRESS: _____ ZIP CODE: _____ D.L. #: _____
 RESIDENCE PHONE: _____ BUSINESS PHONE: _____ D.O.B.: _____
 CO-PURCHASER'S NAME: _____ S.S. #: _____
 ADDRESS: _____ ZIP CODE: _____ D.L. #: _____
 RESIDENT PHONE: _____ BUSINESS PHONE: _____ D.O.B.: _____
 YEAR: _____ MAKE: _____ MODEL: _____ COLOR: _____ MILES: _____ VIN #: _____

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A
SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS FOR

Price of Unit

Additional Equipment (Options)

TOTAL PRICE OF VEHICLE

Less Trade - in value

TOTAL TAXABLE AMOUNT

N.J. Sales Tax

Registration Fee

DOCUMENTATION FEE

Net Pay Off on Trade In

TOTAL

Deposit (Minimum Required 10%)

BALANCE IN CASH OR CERTIFIED
CHECK DUE ON DELIVERY

★ This vehicle is sold under one of the following conditions:
(Check the appropriate box)

No Warranty "AS IS" - Sale of used vehicle ☐

LIMITED Warranty - Sale of used vehicle ☐

★ (See item Nos. 11 and 12 on reverse side of this form for details)

ALL USED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs without charge or return the full purchase price to a purchaser in the event that a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards.

The undersigned, prior to entering into a contract to purchase, hereby acknowledges the seller's responsibilities and agrees to have the used vehicle inspected within _____ days from the date of delivery of such vehicle.

Date

Purchaser's Signature

WAIVER OF DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs without charge, or to return the full purchase price to a purchaser in the event that a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards.

The undersigned, prior to entering into a contract to purchase a used vehicle, having read and understood the above obligations, does hereby WAIVE AND RELEASE the dealer's obligation to make repair without charge or to return the full purchase price if the used vehicle fails inspection.

Date

Purchaser's Signature

LIEN HOLDER INFORMATION

TRADE - IN DESCRIPTION AND ALLOWANCE

Year _____ Make _____ Model _____

Serial No. _____ Mileage _____

Trade - In Value _____ Date _____

Less Balance Owed _____

Net Trade - In Allowance _____

Balance Owed to _____

Address _____

"YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH
SPECIFIED DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED"

Any unpaid balance which exceeds the specified due date will be subject
to a FINANCE CHARGE OF 1.5% which is an annual percentage rate of 1.9%