

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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  
**AUG 22 2011**  
 05-JUL-2011

Repository   
 Reference No.  
 10410496

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
 Address [REDACTED]  
 City FLOSSMOOR State IL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] 7-1-1 RELAY CALL  
 E-mail Address [REDACTED]  
 Evening Telephone Number SAME

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: 3VWCB21C61M [REDACTED]  
 Make VOLKSWAGEN Model BEETLE Model Year 2001  
 Date Purchased 10-5-10 Dealer's Name and Telephone Number CHEVROLET OF HOMEWOOD (708) 799-2000 Engine: No: Cylinders 4 Fuel Type: GAS  
 Original Owner  NO Dealer's City HOMEWOOD State IL Zip Code 60430  
 Transmission Type AUTO  Antilock Brakes  Powertrain ? Multiple Failure: ELECTRICAL Incident Date(s) 23-OCT-2010  
 Cruise Control

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

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage 61500 Failure Speed 65255 MILEAGE

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)  
 DOT No. (Example: DOTMAL9ABC036)  Original Equipment  Prior Repair Failure Location:  
 Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
 Seat Type: [REDACTED] Installation System: [REDACTED]  
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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 [REDACTED] Number of Deaths [REDACTED] 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 2001 VOLKSWAGEN BEETLE GLS . WHILE THE VEHICLE WAS PARKED THE CONTACT PLACED THE KEY IN THE IGNITION AND HEARD A CLICKING SOUND BUT THE VEHICLE WOULD NOT START. THE VEHICLE WOULD ONLY START WHEN IT WAS JUMP STARTED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING. THE MECHANIC WAS UNABLE TO DIAGNOSE THE FAILURE. THE FAILURE OCCURRED A SECOND TIME AND WAS TOWED TO AN INDEPENDENT MECHANIC. THE MECHANIC STATED THE ALTERNATOR NEEDED TO BE REPLACED. THE ALTERNATOR WAS REPLACED BUT THE FAILURE CONTINUED. THE MECHANIC STATED THE VEHICLE BE TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE FAILURE CONTINUED AND THE CHECK ENGINE WARNING LIGHT WAS ILLUMINATED ON THE DASHBOARD. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIANS STATED THE ALTERNATOR NEEDED TO BE REPLACED A SECOND TIME. THE FAILURE CONTINUED AFTER THE REPLACEMENT OF THE ALTERNATOR. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 61,500.

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.

①

7-26-11

I AM WRITING THIS LETTER TO REPORT COMPLAINT ABOUT ELECTRICAL ISSUE ON MY 2001 VOLKSWAGEN NEW BEETLE GLS.

I PURCHASED IT USED FROM CHEVROLET OF HOMEWOOD ON OCTOBER 5, 2010. THREE AND A HALF WEEKS LATER - OCTOBER 23, 2010 - DID NOT START (CLICK) - JUMPED - START BY FLOSSMOOR FAMILY + AUTO. TWO DAYS LATER - OCTOBER 29, 2010, CAR BROKE DOWN AND IT WAS TOWED BY FLOSSMOOR FAMILY + AUTO. TOLD THAT THE ALTERNATOR WAS CAUSING PROBLEM AND IT WAS REPLACED IT. IN THE WINTER TIME, WHEN I TRIED TO START THE CAR AND IT CLICKED, IT DRAINED THE BATTERY AND I JUMP-STARTED IT EVERY TIME. ON MARCH 9, 2010, I RETURNED THE CAR TO FLOSSMOOR FAMILY + AUTO STATED THAT THE ENGINE CHECK AND EPC (ELECTRONIC POWER CONTROL) LIGHT WERE ON - THEY DIAGNOSED AND DID NOT FEEL ANY PROBLEMS. ON MARCH 23, 2011, I RETURNED IT AGAIN - SAME PROBLEM - TOLD THAT THEY CLEANED THE THROTTLE AND

②  
THERE WAS A SHORT CIRCUIT IN THE TRUNK  
AND IT WAS FIXED. FROM JUNE 7, 2011 TO JUNE  
21, 2011, CAR WAS AT FLOSSMOOR FAMILY + AUTO FOR  
2 WEEKS. THEY DIAGNOSED AND TOLD THAT IT WAS  
NOT 100% - ONLY 90% DIAGNOSED. THEY ASKED  
FOR MY PERMISSION TO TAKE THE CAR TO VOLKSWAGEN  
OF ORLAND PARK IN ORLAND PARK, ILLINOIS FOR  
DIAGNOSIS AND I SAID YES, TOLD THAT THE  
ALTERNATOR WAS CAUSING PROBLEM AGAIN. REPAIRED  
THE SECOND ONE AND IT WAS A DEFECTIVE. REPAIRED  
THE THIRD ONE - NOW IN THE CAR. ON JULY 4, 2011,  
AFTER I STARTED - THE ENGINE CHECK AND ER  
LIGHT ARE STILL ON. RIGHT NOW - IT WON'T START.

LASTLY, I CHECKED MY PERSONAL RECORD  
STATED THAT THE CAR WAS REPAIRED 7 TIMES  
BY FLOSSMOOR FAMILY + AUTO. I ONLY DROVE 4,000  
MILES ON IT. I PURCHASED IT USED AT 61,365.  
NOW IT IS AT 65,255.

I AM UNDER STRESS ABOUT PERSISTENT  
PROBLEMS WITH THE CAR. IT IS NOW PARK  
AT HOME.

I WENT TO CHERVOLET OF HOMEWOOD AND SPOKE  
TO THE OWNER, STEVE PHILLIPS. I TOLD HIM WHAT HAS

3

BEEN GOING ON, SHOWED HIM MY BILLS AND THE FINDING OF THE AUTO REPAIR SHOP. HE OFFERED TO SELL ME A SERVICE WARRANTY FOR \$159.00 PER MONTH THAT WAS THE EXTENT OF THE CONVERSATION.

I BELIEVE THAT CHEVROLET OF HOMEWOOD HAS DEALT WITH ME IN BAD FAITH. IT WAS DIFFICULT FOR ME TO PURCHASE THE CAR IN THE FIRST PLACE BECAUSE I AM DEAF AND IT IS DIFFICULT TO DO BUSINESS WITH CAR SALESMAN DUE TO THE COMMUNICATION BARRIERS. THE LOCAL AUTO REPAIR SHOP WAS HELPFUL AND WORKED WITH ME TO COMMUNICATE AND TO TRY TO FIX MY CAR. THAT'S WHY I DID NOT GO BACK TO CHEVROLET OF HOMEWOOD UNTIL THE CAR WAS TOTALLY UNUSEABLE. I FEEL THAT CHEVROLET OF HOMEWOOD TOOK ADVANTAGE OF ME AND MY HANDICAP TO SELL A DEFECTIVE CAR THAT THEY KNEW WAS BROKEN, BUT WANTED TO GET OFF THEIR HANDS. I BELIEVE THIS IS CASE OF CONSUMER FRAUD ON THEIR PART.

I FILED A CONSUMER FRAUD REPORT TO LISA MADIGAN-ILLINOIS ATTORNEY GENERAL ON 7/24/11.



Flossmoor, IL

THANK YOU,

COST OF REPAIRS DONE BY FLOSSMOOR FAMILY + AUTO

- ① 10/23/10 90.00
- ② 10/29/10 547.54
- ③ 12/2/10 <sup>REPLACED BATTERY</sup> NO CHARGE - NO REPAIR PAPERWORK
- ④ 12/22/10 <sup>JUMP STARTED</sup> 40.00 - NO REPAIR PAPERWORK
- ⑤ 3/10/11 90.00
- ⑥ 3/28/11 180.00
- ⑦ 6/7/11 - 6/21/11 - NO CHARGE - NO REPAIR PAPERWORK

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TOTAL \$ 947.54

FLOSSMOOR FAMILY AUTO SERVICE  
 2733 FLOSSMOOR ROAD  
 FLOSSMOOR, IL 60422  
 PHONE (708) 798-0806

[Redacted]  
 Flossmoor, IL [Redacted]

Qty. Part Number Description Each Total Date 10-23-2010 Mileage 61711 Invoice 62415

WON'T START, SERVICE CALL:  
 Jump Start Service Call 40.00 40.00  
 Inspect/Test Battery and Charging System 35.00 35.00  
 Battery Charge 15.00 15.00  
 No Problem Found at this time, Starts up good.  
 ~Battery Tested Good, 590 CCA  
 ~Starter Results - Passes, Voltage Normal  
 ~Alternator Results - Passed, Voltage 13.33 V

Vehicle 2001 Volkswagen Beetle  
 License [Redacted] Fleet#  
 Vin 3VWCB21C61M [Redacted]  
 Home [Redacted] Cell - -  
 Work - -

Service History	Miles	Date	Next Service Due
OIL CHANGE	0		Never Serviced
TUNE UP	0		Never Serviced
COOLANT	0		Never Serviced
SHOCKS\STR	0		Never Serviced
TRANS SERV.	0		Never Serviced
NEW TIRES	0		Never Serviced
FR.BRAKES	0		Never Serviced
ROTATION	0		Never Serviced
ALIGNMENT	0		Never Serviced
BATTERY	0		Never Serviced
RR. BRAKES	0		Never Serviced
BAL.TIRES	0		Never Serviced
BELTS	0		Never Serviced
HOSES	0		Never Serviced
AC SERVICE	0		Never Serviced
AIR FILTER	0		Never Serviced
FUEL FILTER	0		Never Serviced
MOTOR VAC	0		Never Serviced
WIPER	0		Never Serviced
WASH	0		Never Serviced
CABIN FILTER	0		Never Serviced
TIMING BELT	0		Never Serviced

Code Information  
 3 - 1 - 3 Month or 5000 mile warranty. (Parts & Labor)

Department	Sale
Labor	50.00
Sublet Labor	0.00
Road Service	40.00
Parts	0.00
Tires & Batteries	0.00
EPA Charges	0.00
Car Wash	0.00
Shop Supplies	0.00
Discount	0.00
Enviromental fees	0.00
SUB TOTAL ==>	90.00
Sales Tax	0.00
TOTAL ==>	90.00

Payments

Thank you for your business.  
 We look forward to seeing you  
 in the future.

90.00 Balance Due

FLOSSMOOR FAMILY AUTO SERVICE  
 2713 FLOSSMOOR ROAD  
 FLOSSMOOR, IL 60422  
 PHONE (708) 798-0806

[Redacted]  
 Flossmoor, IL [Redacted]

Qty. Part Number Description Each Total Date 10-29-2010 Mileage 61752 Invoice 62507

CHECK WON'T START CLICKING ONLY.  
 AFTER IT STARTED BEFORE BILLY TOWED  
 IT THE BATTERY LIGHT WAS ON DIM. WAS  
 JUST HERE AND WE CHARGED UP THE  
 BATTERY, NO PROBLEMS FOUND.  
 CUSTOMER MENTIONED TO REMOVE THE  
 REMOTE STARTER:

Tow To Station 0.00 0.00  
 Inspect/Test Battery and Charging System 0.00 0.00

1 SLUIT Reman Alternator Boesch #13852301.88 301.88  
 1 MON Alternator Belt #DK060472 62.95 62.95  
 Remove & Install Alternator & Transfer the 00.00 130.00  
 Pulley and Belt

1 YR WARRANTY

Vehicle 2001 Volkswagen Beetle  
 License [Redacted] Fleet#  
 Vin 3VWCB21C61M [Redacted]  
 Home [Redacted] Cell [Redacted] text  
 Work [Redacted] only

Service History	Miles	Date	Next Service Due
OIL CHANGE	0		Never Serviced
TUNE UP	0		Never Serviced
COOLANT	0		Never Serviced
SHOCKS/STR	0		Never Serviced
TRANS SERV	0		Never Serviced
NEW TIRES	0		Never Serviced
FR. BRAKES	0		Never Serviced
ROTATION	0		Never Serviced
ALIGNMENT	0		Never Serviced
BATTERY	0		Never Serviced
RR. BRAKES	0		Never Serviced
BAL. TIRES	0		Never Serviced
BELTS	0		Never Serviced
HOSES	0		Never Serviced
AC SERVICE	0		Never Serviced
AIR FILTER	0		Never Serviced
FUEL FILTER	0		Never Serviced
MOTOR VAC	0		Never Serviced
WIPER	0		Never Serviced
WASH	0		Never Serviced
CABIN FILTER	0		Never Serviced
TIMING BELT	0		Never Serviced

Code Information  
 1 - 1 - 3 Month or 3000 mile warranty. (Parts & Labor)

Department	Sale
Labor	130.00
Sublet Labor	0.00
Road Service	0.00
Parts	364.83
Tires & Batteries	0.00
EPA Charges	0.00
Car Wash	0.00
Shop Supplies	20.00
Discount	0.00
Enviromental fees	0.00
SUB TOTAL ==>	514.83
Sales Tax	32.71
TOTAL ==>	547.54

Payments

Thank you for your business.  
 We look forward to seeing you  
 in the future.

547.54 Balance Due

FLOSSMOOR FAMILY AUTO SERVICE  
 2733 FLOSSMOOR ROAD  
 FLOSSMOOR, IL 60422  
 PHONE (708) 798-0806

\* [REDACTED]  
 [REDACTED]  
 Flossmoor, IL [REDACTED]

Qty. Part Number Description Each Total Date 03-09-2011 Mileage 63709 Invoice 64143

CHECK ENGINE LIGHT IS ON:

EPC LIGHT IS ON:

DRIVES ROUGH:

Scan Computer/Ck. Codes, Diagnostic 90.00 90.00  
 Time and Reset Computer

CODE P0638

DID NOT FEEL ANY PROBLEMS  
 BRING BACK IF LIGHT COMES BACK ON

Vehicle 2001 Volkswagen Beetle  
 License [REDACTED] Fleet#  
 Vin 3VWCB21C61M [REDACTED]  
 Home [REDACTED] Cell [REDACTED] text  
 Work [REDACTED] only

Service History	Miles	Date	Next Service Due
OIL CHANGE	0		Never Serviced
TUNE UP	0		Never Serviced
COOLANT	0		Never Serviced
SHOCKS\STR	0		Never Serviced
TRANS SERV.	0		Never Serviced
NEW TIRES	0		Never Serviced
FR.BRAKES	0		Never Serviced
ROTATION	0		Never Serviced
ALIGNMENT	0		Never Serviced
BATTERY	0		Never Serviced
RR. BRAKES	0		Never Serviced
BAL.TIRES	0		Never Serviced
BELTS	0		Never Serviced
HOSES	0		Never Serviced
AC SERVICE	0		Never Serviced
AIR FILTER	0		Never Serviced
FUEL FILTER	0		Never Serviced
MOTOR VAC	0		Never Serviced
WIPER	0		Never Serviced
WASH	0		Never Serviced
CABIN FILTER	0		Never Serviced
TIMING BELT	0		Never Serviced

Code Information  
 1 - 1 - 3 Month or 3000 mile warranty (Parts & Labor)

Department	Sale	Payments
Labor	90.00	
Sublet Labor	0.00	
Road Service	0.00	
Parts	0.00	
Tires & Batteries	0.00	
EPA Charges	0.00	
Car Wash	0.00	
Shop Supplies	0.00	
Discount	0.00	
Enviromental fees	0.00	
SUB TOTAL ==>	90.00	
Sales Tax	0.00	
TOTAL ==>	90.00	

Thank you for your business.  
 We look forward to seeing you  
 in the future.

90.00 Balance Due

FLOSSMOOR FAMILY AUTO SERVICE  
 2733 FLOSSMOOR ROAD  
 FLOSSMOOR, IL 60422  
 PHONE (708) 798-0806

[REDACTED]  
 Flossmoor, IL [REDACTED]

Qty. Part Number Description Each Total Date 03-23-2011 Mileage 64012 Invoice 64332

CHECK ENGINE LIGHT:  
 CODES:  
 \* P0638 THROTTLE ACTUATOR CONTROL RANGE/ PERFORMANCE BANK 1  
 \* P0221 THROTTLE PEDAL POSITION SWITCH B CIRCUIT RANGE PERFORMANCE  
 \* P0103 MAF OR VAF SENSOR CIRCUIT HIGH INPUT

EPC LIGHTS CAME BACK ON:  
 Scan Computer/Ck. Codes, Diagnostic Time and Reset Computer 0.00 0.00  
 Clean Throttle Body and Relearn TPS and Idle 180.00 180.00

Vehicle 2001 Volkswagen Beetle 2.0  
 License [REDACTED] Fleet# [REDACTED]  
 Vin 3VWCB21C61M [REDACTED]  
 Home [REDACTED] Cell [REDACTED] text only  
 Work [REDACTED]

Service History	Miles	Date	Next Service Due
OIL CHANGE	0		Never Serviced
TUNE UP	0		Never Serviced
COOLANT	0		Never Serviced
SHOCKS\STR	0		Never Serviced
TRANS SERV.	0		Never Serviced
NEW TIRES	0		Never Serviced
FR.BRAKES	0		Never Serviced
ROTATION	0		Never Serviced
ALIGNMENT	0		Never Serviced
BATTERY	0		Never Serviced
RR. BRAKES	0		Never Serviced
BAL.TIRES	0		Never Serviced
BELTS	0		Never Serviced
HOSES	0		Never Serviced
AC SERVICE	0		Never Serviced
AIR FILTER	0		Never Serviced
FUEL FILTER	0		Never Serviced
MOTOR VAC	0		Never Serviced
WIPER	0		Never Serviced
WASH	0		Never Serviced
CABIN FILTER	0		Never Serviced
TIMING BELT	0		Never Serviced


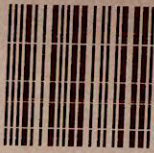
Code Information  
 1 - 1 - 3 Month or 3000 mile warranty. (Parts & Labor)

Department	Sale	Payments
Labor	180.00	
Sublet Labor	0.00	
Road Service	0.00	
Parts	0.00	
Tires & Batteries	0.00	
EPA Charges	0.00	
Car Wash	0.00	
Shop Supplies	0.00	
Discount	0.00	
Enviromental fees	0.00	
SUB TOTAL ==>	180.00	
Sales Tax	0.00	
TOTAL ==>	180.00	

Thank you for your business.  
 We look forward to seeing you in the future.

180.00 Balance Due






 U.S. POSTAGE  
 PAID  
 OLYMPIA FIELDS, IL  
 60461  
 JUL 27, 11  
 AMOUNT  
**\$0.84**  
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 44  
 RETURN TO  
 SENDER  
 NO POSTAGE  
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 IF MAILED  
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 UNITED STATES  
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 STAMPS  
 OUT THIS  
 STAMP OVER IT

U.S. DEPARTMENT OF TRANSPORTATION  
 NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
 DIVISION OF DEFECTS INVESTIGATION, NUS-210  
 200 NEW JERSEY AVENUE SE.  
 WASHINGTON, D. C.

  
Flossmoor, IL