

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 100548 Date Received OCT 17 2011 01-AUG-2011		Repository ☐ Reference No. 10416486	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address							
City		State		Zip Code			
AUBURN		CA					
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	
3VWPL7AJ8BM				VOLKSWAGEN		JETTA	
Date Purchased		Dealer's Name and Telephone Number				Model Year	
2-20-11		Elk Grove Volkswagen				2011	
Original Owner		Dealer's City		State		Zip Code	
☐		Elk Grove		CA			
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:	
Auto		☒ Cruise Control				Incident Date(s)	
						16-AUG-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL						Failure Mileage	
						10	
						Failure Speed	
						Various	
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		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		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No				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 2011 VOLKSWAGEN JETTA. THE CONTACT STATED THERE ARE TIMES WHEN THE ACCELERATOR PEDAL WAS ENGAGED, BUT THE VEHICLE DOES NOT ACCELERATE IMMEDIATELY. THE FAILURE OCCURRED INTERMITTENTLY. THE CONTACT TOOK THE VEHICLE TO THE DEALER THREE TIMES AND WAS TOLD THE FAILURE COULD NOT BE DUPLICATED. THE FAILURE MILEAGE WAS 10 AND THE CURRENT MILEAGE WAS 10,276.							
Included here is our report to BBB, which fully explains the issue.							
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.							

Cover Sheet - Fax

8-25-11

To: Rosa Tinoco @ 703-247-9700

from: 

Case #: VWA1124581

of pages including cover: 15

Included here is the original claim forms
and supporting documents.
Since that time we are in possession of
the car.

⊗ Roseville VW Service Dept:

Jerry = Service manager

Peter = Shop Foreman Mechanic

They will say that we are reasonable people.

BBB AUTO LINE
Customer Claim Form

Case number: VWA1124581
Contact date: 08/01/11
Start date: 08/01/11

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED] or [REDACTED]	
Mailing address: [REDACTED]	
City: AUBURN	State: CA Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED] Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]

SECTION 2: VEHICLE INFORMATION

Make: Volkswagen	Model: Jetta	Year: 2011	Current mileage: 10276
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: ELK GROVE VOLKSWAGEN, ELK GROVE, CA			
Primary Servicing dealer/city/state: Roseville Volkswagen,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased	Is the vehicle in your possession? ☒ yes ☒ no ^{at Roseville} <i>Vn</i>		
Purchase/lease date: 02/20/11	Mileage at purchase/lease:		
First repair attempt date: 03/01/11 2/28/11	First repair attempt mileage: 753		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles registered in California by vehicle owner/lessee:	Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

repairs or replacement

*copy of all
sent to BBB
on 8/8/11*

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER 3VWPL7AJ8BM659107 ✓

Lienholder/Leasing Company Wells Fargo Dealer Services Phone Number 800-289-8004

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Dead pedal on acceleration	Roseville VW	3	2/28/11 753 1 1/2 days 7/13/11 7655 3 days	yes
			8/3/11 10,360 5 days - still there as of 8/8/11.	yes

Total days out of service for all problems: 9 1/2 as of 8/8/11

Signature of Titled Owner(s) _____

date 8-8-11

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

8/8/2011

To: BBB Auto Line

This concern with our car began immediately.

2/28/2011 ~ first attempt to get it repaired

6/9/2011 ~ mentioned again to service rep while I was having a 6,000 check up

7/8/2011 ~ I had a dangerous situation happen with no acceleration in the middle of an intersection. I called VW Customer Service this time. I filed a complaint with them and the Reference # is 110318738. They gave me a Regional Case Manager named Darryl who will coordinate with Roseville VW.

7/13/2011 ~ Took my car to Roseville VW – left it there for 3 days. They could not duplicate or figure the problem. They only drove the car 19 miles. We told them we had a road trip planned. We picked up the car on 7/15/2011. They told us to keep a log of when and the circumstances of the dead pedal situation.

7/16/2011 – 7/31/2011 ~ Keep a log (copy in enclosed). The dead pedal occurred 10 different times. We drove approximately 2500 miles.

At this point, we no longer can trust our car at critical times. It may happen only every 200 miles but every time we are at an intersection (especially, but it has happened at 20 miles per hour in traffic) now – we anticipate that the car may not respond. This is very distressing to not trust the car. We are fearful that someone will get injured.

8/1/2011 ~ I filed a complaint with the National Highway Traffic Safety Administration (NHTSA) at 1-888-327-4236. My confirmation number is 10416486. This complaint goes to their engineers for review. They will get back to me in 3-6 weeks.

8/3/2011 ~ Took the car back again to Roseville VW. Gave them a copy of the log. As of 8/5, they could not duplicate the problem and there were no fault indicators. So they said they can't fix it. Darryl called and said that he will contact the VW Customer Service on our behalf on 8/8/2011.

8/8/2011 ~ Our car is still at Roseville VW. I really don't want the car back unless it is fixed. We feel it is extremely dangerous to drive.



ROSEVILLE VOLKSWAGEN

830 AUTOMALL DRIVE
ROSEVILLE, CA 95661-3023
PHONE (916) 774-2777



E.P.A. CAR 000019463

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
Service work has a limited warranty of 12,000 miles or 12 months whichever occurs first.

BAR # ARD218705

CELL: [REDACTED]

CUSTOMER NO. 48305	ADVISOR ROBERT BRASSFIELD	TAG NO. 520 3158	INVOICE DATE 03/01/11	INVOICE NO. VWCS132518
[REDACTED]	LICENSE NO.	MILEAGE 753	COLOR GRAY	STOCK NO.
AUBURN, CA	YEAR / MAKE / MODEL 11/VOLKSWAGEN/JETTA SPORTWAGE/4DR WG	DELIVERY DATE	DELIVERY MILES	PRODUCTION DATE
	VEHICLE I.D. NO. 3 V W P L 7 A J 8 B M	SELLING DEALER NO.		
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/28/11	
REFERENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 757	

JOB# 1 CHARGES

LABOR---
J# 1 11VWZ ENGINE MINOR TECH(S):414 WARRANTY
CUSTOMER STATES THERE IS A SEVERE HESITATION WHEN
ACCELERATING FROM A STOP. INTERMITTENT PROBLEM.
TEST DROVE VEHICLE COLD, NO HESITATION FELT. PULLED IN AND
RAN GFF, NO FAULTS FOUND. TEST DROVE AGAIN WHILE AT
OPERATING TEMP, STILL NO HESITATION FELT. RECC TEST DRIVE W/
TECH IF POSSIBLE.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR---
J# 2 60VWZ INTERIOR TRIM TECH(S):414 WARRANTY
CUSTOMER STATES RIGHT SUNVISOR IS LOOSE, SOP
PERFORMED REPLACEMENT OF PASS SIDE SUNVISOR. V/C-ZB2

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	1K0-857-552-AA-2F4	SUN VIZOR		0.00
TOTAL - PARTS					0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR---
J# 3 87VWZZ01 TIRE INSPECTION TECH(S):414 INTERNAL
PERFORM CALIFORNIA STATE TIRE PRESSURE INSPECTION SECTION
95550 OF THE CALIFORNIA CODE OF REGULATIONS
FOUND TIRES SET TO 36PSI. NO ADJUSTMENT NEEDED.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX VWCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR---
J# 4 87VWZZ03 INSPECTION TECH(S):414 INTERNAL
PERFORM ROSEVILLE VW WORLD CLASS INSPECTION
PERFORMED INSPECTION.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX VWCS JOB# 4 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

left car
full day



ROSEVILLE VOLKSWAGEN

830 AUTOMALL DRIVE
ROSEVILLE, CA 95661-3023
PHONE (916) 774-2777



E.P.A. CAR 000019463

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
Service work has a limited warranty of 12,000 miles or 12 months whichever occurs first.

BAR # ARD218705

CUSTOMER NO. 48305		ADVISOR ROBERT BRASSFIELD	TAG NO. 520	INVOICE DATE 03/01/11	INVOICE NO. VWCS132518
[REDACTED]		LICENSE NO.	MILEAGE 753	COLOR GRAY/	STOCK NO.
AUBURN, CA [REDACTED]		YEAR / MAKE / MODEL 11/VOLKSWAGEN/JETTA SPORTWAGE/4DR WG		DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 3 V W P L 7 A J 8 B M		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]		P.O. NO.		R.O. DATE 02/28/11	
BUSINESS PHONE		COMMENTS		MO: 757	

TOTALS

* [] CASH [] CHECK CK NO [] *
* [] VISA [] MASTERCARD [] DEBIT CARD *
* [] TELECHECK [] DISCOVER [] CHARGE *
* [] OTHER *
* CASHIER INITIALS [] *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN
INCREASE IN THE ORIGINAL ESTIMATED PRICE
IF APPLICABLE
AND ACKNOWLEDGE ACCEPTANCE OF THE VEHICLE

CUSTOMER SIGNATURE

*drove it
4 miles*

6/9/2011

I took the car in for a complimentary 6,000 check up and again talked to the service guy about the severe acceleration lag and he told me my car did not have the "diesel lag" as the 2009 and 2010 cars had ~ but a similar symptoms due the high performance transmission and nothing could be done about it. So I did not have them check it out again on this appointment. I came home and told my husband and he was upset. At this point he made some calls to VW customer service ~ they recommended taking the car back to the service department.



ROSEVILLE VOLKSWAGEN

830 AUTOMALL DRIVE
ROSEVILLE, CA 95661-3023
PHONE (916) 774-2777



E.P.A. CAR 000019463

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BAR # ARD218705

CELL: [REDACTED]

CUSTOMER NO. 48305	ADVISOR BEN JANUARY	TAG NO. 527 1764	INVOICE DATE 06/09/11	INVOICE NO. VWCS136346
[REDACTED] AUBURN, CA	LICENSE NO.	MILEAGE 5,742	COLOR GRAY/	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 11/VOLKSWAGEN/JETTA SPORTWAGE/4DR WG			DELIVERY DATE
[REDACTED]	VEHICLE I.D. NO. 3 V W P L 7 A J 8 B M			DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE 06/09/11	[REDACTED]
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: 5743

JOB# 1 CHARGES-----

LABOR-----
J# 1 01VWZWARR WARR COURTESY CK TECH(S):30 WARRANTY
WARRANTY COURTESY CHECK
DUE TO TIME OR MILEAGE
PERFORMED WARRANTY COURTESY CHECK

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 87VWZZ01 TIRE INSPECTION TECH(S):30 WARRANTY
PERFORM CALIFORNIA STATE TIRE PRESSURE INSPECTION SECTION
95550 OF THE CALIFORNIA CODE OF REGULATIONS
LEFT FRONT 36 PSI
RIGHT FRONT 36 PSI
LEFT REAR 36 PSI
RIGHT REAR 36 PSI

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 87VWZZ03 INSPECTION TECH(S):30 WARRANTY
PERFORM ROSEVILLE VW WORLD CLASS INSPECTION

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX VWCS JOB# 3 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)



ROSEVILLE VOLKSWAGEN

830 AUTOMALL DRIVE
ROSEVILLE, CA 95661-3023
PHONE (916) 774-2777



E.P.A. CAR 000019463

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BAR # ARD218705

CUSTOMER NO. 48305	ADVISOR BEN JANUARY	TAG NO. 527 1764	INVOICE DATE 06/09/11	INVOICE NO. VWCS136346
	LICENSE NO.	MILEAGE 5,742	COLOR GRAY/	STOCK NO.
	YEAR / MAKE / MODEL 11/VOLKSWAGEN/JETTA SPORTWAGE/4DR WG	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 3 V W P L 7 A J 8 B M	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/09/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 5743

TOTALS

* [] CASH [] CHECK CK NO [] *
* [] VISA [] MASTERCARD [] DEBIT CARD *
* [] TELECHECK [] DISCOVER [] CHARGE *
* [] OTHER *
* CASHIER INITIALS [] *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN
INCREASE IN THE ORIGINAL ESTIMATED PRICE
IF APPLICABLE
AND ACKNOWLEDGE ACCEPTANCE OF THE VEHICLE

CUSTOMER SIGNATURE



ROSEVILLE VOLKSWAGEN

830 AUTOMALL DRIVE
ROSEVILLE, CA 95661-3023
PHONE (916) 774-2777



E.P.A. CAR 000019463

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BAR # ARD218705

CELL: [REDACTED]

CUSTOMER NO. 48305	ADVISOR BEN JANUARY	TAG NO. 527	INVOICE DATE 07/15/11	INVOICE NO. VWCS137670
[REDACTED]	LICENSE NO.	MILEAGE 7,655	COLOR GRAY/	STOCK NO.
5500 MARKET BL AUBURN, CA [REDACTED]	YEAR / MAKE / MODEL 11/VOLKSWAGEN/JETTA SPORTWAGE/4DR WG	DELIVERY DATE 02/20/11	DELIVERY MILES	
[REDACTED]	VEHICLE I.D. NO. 3 V W P L 7 A J 8 B M	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 07/13/11	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS		
				MO: 7674

JOB# 1 CHARGES

LABOR
J# 1 30VWZ AUTO TRANSMISSION TECH(S):283 550 WARRANTY
C/S MAJOR DELAY AT TAKE OFF, PUMP GAS NO MOVEMENT
OR ENGINE REV. THEN CAR WILL JERK AFTER 5-10SEC
DROVE WITH PETER
#CASE #110318738 FOR CUSTOMER ASSISTANCE
ROAD TESTED COULD NOT DUPLICATE CUSTOMER CONCERNE,RAN GFF
NO FAULTS STORED,AS PER CUSTOMER DISCRIPTION,VUALLY CHECKED
ALL CONNECTORS FOUND OK,CHECKED THROTTLE BODY CONNECTOR
WIRES FOUND OK,PERFORMED DRAG TEST ON CONNECTOR FOUND OK,
RECOMEND SHOP FOREMAN TO DRIVE CAR OVERNIGHT TO POSSIBLY
DUPLICATE CUSTOMERS CONCERNE.
(283)ROAD TESTED AND DID NOT VERIFY CONCERN. ATTEMPTED TO
CONTACT CUSTOMER CARE AFTER CUSTOMER DID. OPENED VTA.
TECH LINE IS IN AGREEMENT VEHICLE NEEDS TO EXHIBIT CONCERN
FOR US TO HAVE A DIAGNOSTIC DIRRECTION.

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
45326 678227 07/15/11 RENTAL
TOTAL - SUBLET 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 01VWZ-10CF 10,000 MILE CAREFREE TECH(S):550 WARRANTY
PERFORMED 10K SERVICE

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 071-115-562-C FILTERELEM WARRANTY
5 G-052-195-1L ENG.OIL WARRANTY
TOTAL - PARTS 0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 87VWZZ03 INSPECTION TECH(S):550 WARRANTY
PERFORM ROSEVILLE VW WORLD CLASS INSPECTION
PERFORMED WORLD CLASS INSPECTION SEE SHEET ATACHED

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX VWCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR-----

Only drove
it 19 miles



ROSEVILLE VOLKSWAGEN

830 AUTOMALL DRIVE
ROSEVILLE, CA 95661-3023
PHONE (916) 774-2777



E.P.A. CAR 000019463

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BAR # ARD218705

CELL: [REDACTED]

CUSTOMER NO. 48305	ADVISOR BEN JANUARY	527	TAG NO. 493	INVOICE DATE 07/15/11	INVOICE NO. VWCS137670
[REDACTED]	LICENSE NO.		MILEAGE 7,655	COLOR GRAY/	STOCK NO.
AUBURN, CA [REDACTED]	YEAR / MAKE / MODEL 11/VOLKSWAGEN/JETTA SPORTWAGE/4DR WG			DELIVERY DATE 02/20/11	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 3 V W P L 7 A J 8 B M [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		P.O. NO.	R.O. DATE 07/13/11	
BUSINESS PHONE [REDACTED]	COMMENTS				

MO: 7674

LABOR--
J# 4 87VWZZ01 TIRE INSPECTION TECH(S):550 WARRANTY
PERFORM CALIFORNIA STATE TIRE PRESSURE INSPECTION SECTION
95550 OF THE CALIFORNIA CODE OF REGULATIONS
SET TIRE PRESSURES L/R 35PSI, R/F 35PSI, L/R 35PSI, R/R 35PSI

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX VWCS JOB# 4 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS-----

* [] CASH [] CHECK CK NO [] *
* [] VISA [] MASTERCARD [] DEBIT CARD *
* [] TELECHECK [] DISCOVER [] CHARGE *
* [] OTHER *
* CASHIER INITIALS [] *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN
INCREASE IN THE ORIGINAL ESTIMATED PRICE
IF APPLICABLE
AND ACKNOWLEDGE ACCEPTANCE OF THE VEHICLE

CUSTOMER SIGNATURE



ROSEVILLE VOLKSWAGEN

830 AUTOMALL DRIVE
ROSEVILLE, CA 95661-3023
PHONE (916) 774-2777



E.P.A. CAR 000019463

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BAR # ARD218705

CELL: [REDACTED]

CUSTOMER NO. 48305	ADVISOR BEN JANUARY	TAG NO. 527 957	INVOICE DATE 08/11/11	INVOICE NO. VWCS138576
[REDACTED]	LICENSE NO.	MILEAGE 10,360	COLOR GRAY/	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 11/VOLKSWAGEN/JETTA SPORTWAGE/4DR WG			DELIVERY DATE 02/20/11
AUBURN, CA [REDACTED]	VEHICLE I.D. NO. 3 V W P L 7 A J 8 B M			DELIVERY MILES
[REDACTED]	F.T.E. NO.			SELLING DEALER NO.
[REDACTED]	P.O. NO.			PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]			R.O. DATE 08/03/11
COMMENTS				MO: 10404

JOB# 1 CHARGES-----

LABOR-----
J# 1 10VWZ DRIVEABILITY TECH(S):283 WARRANTY

C/S DELAY AT TAKE OFF, LIKE DEAD GAS PEDAL. NO RESPONSE FOR 2-5 SEC THEN IT WILL TAKE OFF. NO RPM CHANGE WHEN PUSHING DOWN ON FUEL PEDAL.
IT HAS DONE THE SAME THING AT 20MPH TRYING TO MERGE INTO TRAFFIC.
ROAD TESTED VEHICLE AND DID NOT VERIFY CONCERN. RAN GFF. FOUND NO DTC'S PRESENT. UTILIZED MVB'S FOR TP/TB INPUT. ON ROAD TEST DID NOT OBSERVE ANY ABNORMALITIES WITH TP/TB INPUT. ON FURTHER ROAD TEST TRYING TO DUPLICATE CONDITION IN WHICH CUSTOMER STATED CONCERN HAPPENS FOUND UNDER THE CORRECT LOAD WHEN THE DSG TRANS IS TRYING TO DECIDE WHICH GEAR TO SHIFT INTO IF THE SLIGHT INHERENT LAG IS FELT AND THE THROTTLE PEDAL IS DEPRESSED IN RAPID SUCCESSION IT CREATES A LONGER LAG TIME AND INDUCES WHAT THE CUSTOMER IS EXPERIENCING. ADVISE CUSTOMER ON THE INHERENT LAG TIME IN A DSG TRANSMISSION AND THE BEST PRACTICE WHEN DRIVING A DSG IS TO MAINTAIN EVEN THROTTLE INPUT SO THE TCM/MECH UNIT CAN CALCULATE LOAD ACCURATLY AND DECIDE WHICH GEAR TO GO INTO SOONER. VEHICLE OPERATING AS PER DESIGN.

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
45723 38848 08/11/11 RENTAL

TOTAL - SUBLET

WARRANTY
0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL

0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 87VWZZ03 INSPECTION TECH(S):283 WARRANTY

PERFORM ROSEVILLE VW WORLD CLASS INSPECTION
AS PER REQUEST PERFORMED INSPECTION.
SEE ATTACHED SHEET.

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL

0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 87VWZZ01 TIRE INSPECTION TECH(S):283 WARRANTY

PERFORM CALIFORNIA STATE TIRE PRESSURE INSPECTION SECTION 95550 OF THE CALIFORNIA CODE OF REGULATIONS
AS PER CARB SECTION 95550SET TIRE PRESSURES IN ACCORDANCE WITH PLACKARD MOUNTED IN DRIVERS DOOR JAM "B-PILLAR" AREA.
SET TIRE PRESSURES:
LF-35PSI
RF-35PSI
LR-35PSI
RR-35PSI

** This is not duplicating the dead pedal issue. The service dept did not experience what we are describing. We were told to bring the car back after it happened again. We were also told by the mechanic that it has to get worse before they can fix it.*



ROSEVILLE VOLKSWAGEN

830 AUTOMALL DRIVE
ROSEVILLE, CA 95661-3023
PHONE (916) 774-2777



E.P.A. CAR 000019463

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
Service work has a limited warranty of 12,000 miles or 12 months whichever occurs first.

BAR #ARD218705

CELL: [REDACTED]

CUSTOMER NO. 48305	ADVISOR BEN JANUARY	TAG NO. 527 957	INVOICE DATE 08/11/11	INVOICE NO. VWCS138576
[REDACTED]	LICENSE NO.	MILEAGE 10,360	COLOR GRAY/	STOCK NO.
AUBURN, CA	YEAR / MAKE / MODEL 11/VOLKSWAGEN/JETTA SPORTWAGE/4DR WG	DELIVERY DATE 02/20/11	DELIVERY MILES	
[REDACTED]	VEHICLE I.D. NO. 3 V W P L 7 A J 8 B M	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 08/03/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 10404

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX VWCS JOB# 3 TOTAL 0.00

TOTALS-----

* [] CASH [] CHECK CK NO [] *
* [] VISA [] MASTERCARD [] DEBIT CARD *
* [] TELECHECK [] DISCOVER [] CHARGE *
* [] OTHER *
* CASHIER INITIALS [] *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN
INCREASE IN THE ORIGINAL ESTIMATED PRICE
IF APPLICABLE
AND ACKNOWLEDGE ACCEPTANCE OF THE VEHICLE

CUSTOMER SIGNATURE

*Only drive
44 miles
in 7 days.*

7,704 7/16/11

7/19 = misfire
hiccuping

couple times out of
a parking lot,
one other time
bad worse than
this 4-hiccups
leaving Pam's house

7/20/11 - Portland
on Freeway
20 miles ph in
traffic - dead pedal
changing lanes

7/26 mid ~~inter~~ intersection
to make a left -
dead pedal.

7/26 Lurching
4-5 times
driving at a steady pace
20 ~~mph~~ mph

7/28 sitting in traffic
dead pedal 2 times
completely.
then went ~~stop~~ again!

* Road trip log of
Dead pedal problem.

7/21 Stopped at
light right turn
NO power 1st try.

7/21 Stopped at
4 way. ~~pedal~~
Accelerated and
mid stream no power.

7/26 in traffic
putting along
went to change lanes
to get going - dead pedal
then jerked a
couple times

7/28 Dead pedal
left turn in traffic
Bad.

7/29 left turn
after stop sign
dead pedal
Pumped pedal
then goes
cage

7/29 in a parking lot
turning left
dead pedal

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

***** DO NOT DETACH - REGISTERED OWNER INFORMATION *****



REGISTRATION CARD VALID FROM: 02/20/2011 TO: 02/22/2012

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
VOLK	2011	2011	FP	11S	11	[REDACTED]
BODY TYPE MODEL	MP	MO				VEHICLE ID NUMBER
SW	G	SP				3VWPL7AJ8BM [REDACTED]
TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC		STICKER ISSUED
AUTOMOBILE	03/10/11	31	03/10/11	4		D3779653

REGISTERED OWNER

[REDACTED]

AUBURN
CA

[REDACTED]

AMOUNT PAID
\$ 365.00

AMOUNT DUE \$ 365.00 CASH :
CHCK : 365.00
CRDT :

LIENHOLDER

WELLS FARGO DLR SVC
PO BX 997517

SACRAMENTO
CA

95899

A00 V35 D8 0036500 0002 CS A00 031011 11 6NVT778 107

From:

Auburn, CA

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

