


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

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> 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 <b>SEP 13 2011</b> 08-AUG-2011		Repository <input type="checkbox"/> Reference No. 10417930							
<b>OWNER INFORMATION (Type or Print)</b>													
Name		Address		City		State		Zip Code		Daytime Telephone Number		E-mail Address	
NEW SPRINGFIELD		OH		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
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).													
<b>VEHICLE INFORMATION</b>													
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3VWTL7AJ9AM [REDACTED]				Make VOLKSWAGEN		Model JETTA SPORTWAGEN		Model Year 2010					
Date Purchased Oct 2009		Dealer's Name and Telephone Number Stadium Volkswagen 330.726.8948				Engine: 2.0 TDI No: Cylinders 4		Fuel Type: Diesel					
Original Owner <input checked="" type="checkbox"/>		Dealer's City Boardman		State OH		Zip Code 44512							
Transmission Type 6-speed manual		<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain front wheel drive		Multiple Failure: Yes		Incident Date(s) 01-JAN-2010 and 06-Jul-2011					
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>													
Vehicle Component Codes: 090000 FUEL SYSTEM, OTHER, 072100 FUEL SYSTEM, GASOLINE DELIVERY: FUEL PUMP						Failure Mileage 9000 and 51000		Failure Speed ± 65 and 50					
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>													
Tire Make				Tire Model (Name or Number)				Tire Size (Example P215/65R15)					
DOT No. (Example: DOTM19ABC036)				<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:							
Tire Component Code						Tire Failure Type:							
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>													
Make:				Date Manufactured:				Model No./Name:					
Seat Type:				Installation System:									
Child Seat Component Code:				Failed Part:									
<b>APPLICABLE INCIDENT INFORMATION</b> (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 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 2010 VOLKSWAGEN JETTA SPORTSWAGEN. THE CONTACT STATED THAT THE HIGH PRESSURE FUEL INJECTOR PUMPED FAILED, CAUSING THE VEHICLE TO STALL. THE FAILURE RECURRED REPEATEDLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 9,000 AND THE CURRENT MILEAGE WAS 51,000.  Failure occurred a second time at 51,000 miles.													
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>													
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.													

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

See attached letters which describe the incident very well.

A comment unrelated to my specific car: Stadium Volkswagen told me that this is the second car they've had with dual fuel pump failures.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

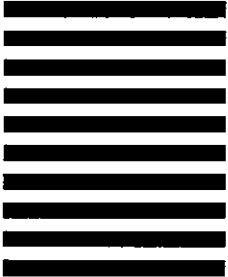
1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

507



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



**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**



**Think your vehicle has a safety defect?**



**If so:**

**Use the enclosed form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline**

**888-327-4236**



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

8Aug11

Dear Gary Kimmel,

I want to thank you again for you and your team's exemplary service on my 2010 Jetta Sportwagen during mid-July 2011, while the fuel system was being replaced for the second time. Overall, I was pleased with the service provided by Stadium. However, my primary intent for drafting this letter is to create a paper trail (for future reference) to follow up on the issue at hand, the failing high pressure fuel injector pump. The issue is more so with the Volkswagen manufacturer but since you are my liaison to the manufacturer, I want to express my thoughts to you.

I ordered my car mid-2009 and took delivery late October 2009 from your dealership. I immediately began enjoying the benefits of the TDI engine. However, just a few short months after that (~9000 miles), the high pressure fuel injector pump failed, leaving my wife and I stranded beside the highway with no warning on a cold, late January night. It sent shards of metal through the fuel system, requiring a "fuel system restoration" as the Volkswagen Technical Hotline refers to it. Obviously, the car was still under the full bumper-to-bumper warranty and was therefore fully repaired at no charge to me. I'm very knowledgeable about cars and the systems that make them work. As a result, I was very stunned at the type of failure and the magnitude of the issue with such low mileage. I was worried about the condition of the engine, in that metal shards may have entered the engine's main oil lubrication system, thus severely reducing the engine's lifespan. I expressed this concern to you and requested oil tests be done. Tests were not done by Stadium, but you noted to me that the internal engine components were not at risk. Despite your notation, I was worried that my brand new investment might experience a premature death and therefore, at my own expense, I had several oil tests conducted with an independent testing laboratory at the next few subsequent oil changes. The results were shared with you, and from what I understand, they were also shared with the Volkswagen engineer that you often speak of (I'm not aware of his/her name or title). The tests seemed to indicate that the internal engine components were not at danger due to the failed fuel injector pump. This first fuel system repair in January 2010 was on Repair Order #51174 and included replacement of approximately 90% of the fuel system. The first failure immediately followed a refuel from a Walmart fueling station (Murphy USA) in Salem, Ohio, which was previously patronized by me with no diesel fuel problems. It was never communicated to me whether bad fuel from that station caused the failure. It was only communicated then (and still today) that I must use Ultra Low Sulfur Diesel fuel, which is what Murphy USA, as well as every other station I've used, sells. At that time, I had not made it a point to loyally patronize one sole brand of fuel; as many consumers, I simply shopped around for the cheapest fuel and refueled at that station, provided it supplied ULSD and appeared to be kempt and in decent order. I chalked up this first failure to bad luck and left the issue out of mind. However, it recently occurred again in early July 2011 (~51000 miles).

In early July 2011, the check engine light came on while driving the car home from work one day. The car did not completely stall out as it did the first time the fuel pump failed. It lost almost all power, but was still drivable. I therefore contacted you to discuss it. Noting that the car was still under

the 60000 mile powertrain warranty, I brought the car in immediately to be looked at. It wasn't long before I was informed yet again, that a "fuel system restoration" needed done since the high pressure fuel injector pump failed a second time. This repair took place under Repair Order #60218. Upon studying the repair order and comparing it against the first repair order, I noted that the extent of this second repair was slightly more involved, to include replacement of the entire fuel system and a fuel specimen to be sent to the manufacturer. This failure immediately followed a refuel from a Valero fueling station in North Lima, Ohio, which was previously patronized by me with no diesel fuel problems. It has not been communicated to me whether bad fuel from that station caused the failure nor does the Owner's Manual indicate that a certain brand of fuel should always be used. As with the first failure, you and the Owner's Manual only communicated that I must use Ultra Low Sulfur Diesel fuel, which is what Valero, as well as every other station I've used, sells. You did indicate that I am the second customer with Stadium that has had dual failures. You also indicated that this very problem seems to be wide spread, and affecting many TDI engines, bringing alarm to the manufacturer.

Now that the high pressure fuel injector pump has failed twice, I'm hesitant to chalk it up to bad luck. Automobile purchases are typically the second largest investment most people will make in their lifetime. Having made this investment in 2009, I can now say that I'm very worried about the return I will get on my investment. I bought the car because it's aesthetically pleasing but more so because it boasts "more power and less fuel." Additionally, Volkswagen previously had a good rapport in my mind as my first car was a 1982 Volkswagen Rabbit and my father, mother, and brothers also owned various Volkswagens with good fortune. That rapport is now diminishing. The "more power and less fuel" slogan dons nearly every TDI banner and advertisement I see. This slogan gives no indication to the consumer that the high pressure fuel injector pumps fail frequently, which costs on the order of \$10000-\$15000, as my wife has been told by your service writers. To a consumer, this is very alarming and horrific to consider having to pay for out of warranty. Having heard these dollar amounts, the initial thought that came to mind is, "how is the manufacturer making any money since that dollar value will surely eat up a significant portion of their profit margin on the sale of my car?" But that's not all...I purchased the car for approximately \$28000. Upon leaving your lot, most would agree that the car immediately depreciated to probably ~\$20000. It astounds me to think this pump may fail yet a third time, outside of warranty, forcing me to spend half or more of the car's value to have the repair done. Your reply to me regarding this anomaly was, "as long as I work for Stadium, you will never have to pay for this repair should it happen again." This is reassuring and I really appreciate your willingness to make this commitment. However, we all wonder every day what fate might bring us. As a result, no one knows when/if the pump may fail again, who will be serving as Stadium's service director at that time, whether or not the manufacturer will be cooperative, or even if Stadium's general manager would override such a large commitment.

My wife and I did quite a bit of research on the internet about this problem with the TDI. We were shocked to find out that this problem is quite common and has been occurring for several years in the TDI engine. I'm very curious when the problem will be resolved. At the very least, I don't understand why some "isolation" devices can't be installed so as to protect the fuel system from metal shards and limit the spread of the failure rather than replacing the entire fuel system. You had mentioned to me that the manufacturer, although not certain, believes the issue is related to poor fuel or at least poor lubrication from the fuel. This may be. However, other manufacturers are mass-

producing diesel automotive engines and I'm not aware of any large-scale fuel problems such as the TDI is experiencing. Several others in my family own Dodge/Cummins pickups as well as GM Duramax trucks and are not having these sorts of problems in their fuel systems. Fuel has evolved over the last decade from standard diesel, to LSD, and then to ULSD. In my research on the internet and a few conversations I've had with diesel race engine builders, there seems to be a resounding theme that, "the quality of today's diesel fuel is questionable and is inferior to what it used to be." If other manufacturers are experiencing large-scale problems through this fuel evolution to ULSD, I'd like to know. If they are not, I'd be curious to know what they are doing to build endurance into their fuel systems, which Volkswagen is not.

Over the course of the last few weeks, I've studied more and learned more about diesel fuel than I ever thought I would in a lifetime. My wife and I read a lot of discussion boards on the internet, called fuel depots, researched refineries, studied several brand-name fuel suppliers (i.e., BP, Shell, Marathon, etc.), spoke with diesel race engine builders and over-the-road commercial truck drivers. This was done in response to the manufacturer's belief, although not certain, that the issue is related to poor fuel or at least poor lubrication from the fuel. In the past, as with many consumers, I simply shopped around for the cheapest fuel and refueled at that station, provided it supplied ULSD and appeared to be kempt and in decent order. Since the manufacturer suspects poor fuel, and noting that the use of various fuel stations may or may not be the problem, my wife and I have decided that we are going to isolate our fuel purchases to a sole brand-name supplier. We don't know if this will resolve the issue or not. But it will aid the manufacturer and reduce the number of variables in the diagnosis should it happen again. My wife and I have done a lot of diesel fuel research and are still getting mixed messages from our studies. Despite the uncertainty and minimal guidance from Volkswagen, we have decided that we will use BP diesel fuel if at all possible. We usually like to make such important decisions on firmer facts and not so much on hearsay, word-of-mouth, or propaganda. But as mentioned, the opinions that exist about diesel fuel are widespread and not always conclusive. We have read and heard from various sources that Shell and BP seem to have the better diesel fuel in the industry. Additionally, BP offers repair-reimbursement in the event a consumer has a fuel system failure and it's proven to be due to poor fuel. Although you have told us that we'd never have to pay for this repair as long as you are service director for Stadium, this bit of additional insurance from the fuel supplier gives us a small bit of added comfort. BP's website indicates that they offer 3 different grades of diesel fuel, two of which have a higher cetane value of 47 (Amoco Premier Diesel and BP Diesel Supreme), noting that most standard diesel fuels have the minimum cetane rating of 40. We are calling and visiting many BP fueling stations near us to locate either of the 2 better grades (Amoco Premier Diesel or BP Diesel Supreme). So far, we have not found any and in fact, many fuel station owners ironically don't know these 2 better grades exist from BP. We may end up using the standard ULSD BP #2 diesel if we cannot find anything better. I did mention to you that I was considering using fuel system additives to help enhance lubricity in the fuel. You stated that that was not advisable as currently, the manufacturer is making these repairs at their expense and may scoff if a laboratory test of the fuel revealed anything other than the expected ULSD that is recommended. I conceded with you and therefore will refrain from using any additives in the fuel system.

Thankfully, my wife and I have our car back now and are enjoying the benefits of the TDI (more power and less fuel). It is our hope that the engine will continue to run successfully without any further

catastrophes for an excess of 200000 miles. Upon purchase of the vehicle, this was my initial desire for longevity. We have now had 3 major engine failures, one of which was not discussed in this letter due to it being of a different nature: the high pressure fuel injector pumped failed once, followed by a faulty intake manifold, followed by a second faulty high pressure fuel injector pump. To add, I have followed the maintenance schedule set forth in the Owner's Manual "to a T," making the necessary maintenance repairs when instructed to do so and using OEM parts. This culmination of failures has severely tainted Volkswagen's rapport with me and is causing me to seriously reconsider my next car purchase. Currently, as mentioned, you and your team at Stadium have done a tremendous job dealing with these problems that have arisen with our car. We appreciate that. Despite that though, we are at the mercy of the quality of the manufacturer and currently, *it is in question*. I intend to speak my concerns through other venues, such as the Better Business Bureau, National Highway Traffic Safety Administration, Volkswagen of America Corporate Office, as well as any others, which are deemed appropriate. I only intend to voice my concerns regarding the manufacturer and their questionable quality; although Stadium will likely be mentioned, I have no intentions of discussing the dealership in a negative light since you have been so cooperative. I'm currently not seeking legal retribution or disconcerting consumer reports via media outlets since you have been exceedingly helpful towards us in this matter and affirmed my wife and me that we'd be taken care of if it happens again. I have requested from you that I be able to speak with a Volkswagen representative. You informed me that this person would not be able to conduct a face-to-face meeting with me, but that they would call me soon. It has now been a month with no phone call from this person. Currently, I'm assuming you have expressed my concerns to this person and appropriate action is taking place. This very fuel pump problem may cause Volkswagen to lose significant marketing momentum against other large "green" automotive manufacturers (i.e., Toyota, Honda, GM, and etcetera) if not dealt with soon. My hope is that by me voicing my concerns through several appropriate venues, this issue will become more prevalent so as to make it clearer to the manufacturer as to the urgency of dealing with a major problem in their clean, green TDI.

Sincerely,



8Aug11

Dear Jaime Garayua,

I write this letter to inform you of a recent significant mishap regarding the quality of a product provided to me by Volkswagen. This letter serves to create a paper trail (for future reference). I suspect Gary Kimmel has spoken with you about the current problems plaguing the TDI's high pressure fuel injector pumps. This plague has now struck my wife and me twice. We are deeply concerned about the issue and it has us quite worried that we may have to pay for the needed repair sometime in the future, out of warranty, out of our own pocket. Volkswagen has provided little to no feedback regarding the cause of the pump failures. The one thing they did mention was that they suspect the issue is related to poor fuel or at least poor lubrication from the fuel. Only having this small snippet of uncertain feedback from the manufacturer, my wife and I have decided that we would incur the additional fuel costs and try to only run premium fuel in our TDI from now on. We are not sure this will help, but we are willing to try anything so as to prevent a third fuel pump failure and another \$10000-\$15000 repair.

At your convenience, please read the enclosed letter which was sent to Gary Kimmel. It goes into detail regarding the history of our issue, its current status, and the uncertain future. Stadium has done well in helping us with these problems. However, Volkswagen has effectively tarnished its rapport with my wife and me and we're not sure what they intend to do from here on out regarding this degrading quality.

Sincerely,

  
Enclosure

Letter to Jaime Garayua of Stadium Volkswagen after second repair. He is the general manager of Stadium VW. A copy of Gary Kimmel's letter was also sent to Jaime.

10Aug11

Dear Jonathan Browning; CEO Volkswagen of America,

I write this letter to discuss a recent problem I have had with my 2010 Jetta Sportwagen TDI (vin# 3VWTL7AJ9AM[REDACTED]). I feel that considering the magnitude of the problem, the cost to repair it, and the fact that it has now happened twice, is cause to bring it to your attention as the CEO. Additionally, the Volkswagen area representative and engineers have provided little to no feedback to me or my dealership (Stadium VW, Boardman, Ohio; Gary Kimmel Service Manager), as to what is causing the problem. Considering these things, I felt it necessary to bring it to your attention; otherwise I would have not bothered you with such a matter. Note that during your reading, my issue exists with the manufacturer, not Stadium VW. Stadium VW and their service department is one of your better dealerships; they have gone the extra mile in helping me with this issue and other smaller issues I've had with the car. So any indication to Stadium is simply for reference and clarity only. Following, is a history of the situation.

I ordered my car mid-2009 and took delivery late October 2009 from Stadium VW. I immediately began enjoying the benefits of the TDI engine. However, just a few short months after that (~9000 miles), the high pressure fuel injector pump failed, leaving my wife and I stranded beside the highway with no warning on a cold, late January night. It sent shards of metal through the fuel system, requiring a "fuel system restoration" as the Volkswagen Technical Hotline refers to it. Obviously, the car was still under the full bumper-to-bumper warranty and was therefore fully repaired at no charge to me. I'm very knowledgeable about cars and the systems that make them work. As a result, I was very stunned at the type of failure and the magnitude of the issue with such low mileage. I was worried about the condition of the engine, in that metal shards may have entered the engine's main oil lubrication system, thus severely reducing the engine's lifespan. I expressed this concern to Stadium and requested oil tests be done. Tests were not done by Stadium, but they noted to me that the internal engine components were not at risk. Despite their notation, I was worried that my brand new investment might experience a premature death and therefore, at my own expense, I had several oil tests conducted with an independent testing laboratory at the next few subsequent oil changes. The results were shared with Stadium, and from what I understand, they were also shared with a Volkswagen engineer that Stadium's service manager often speaks of (I'm not aware of the engineer's name or title). The tests seemed to indicate that the internal engine components were not at danger due to the failed fuel injector pump. This first fuel system repair in January 2010 was on Repair Order #51174 and included replacement of approximately 90% of the fuel system. The first failure immediately followed a refuel from a Walmart fueling station (Murphy USA) in Salem, Ohio, which was previously patronized by me with no diesel fuel problems. It was never communicated to me whether bad fuel from that station caused the failure. It was only communicated then (and still today) that I must use Ultra Low Sulfur Diesel fuel, which is what Murphy USA, as well as every other station I've used, sells. At that time, I had not made it a point to loyally patronize one sole brand of fuel; as many consumers, I simply shopped around for the cheapest fuel and refueled at that station, provided it

supplied ULSD and appeared to be kempt and in decent order. I chalked up this first failure to bad luck and left the issue out of mind. However, it recently occurred again in early July 2011 (~51000 miles).

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My wife and I did quite a bit of research on the internet about this problem with the TDI. We were shocked to find out that this problem is quite common and has been occurring for several years in the TDI engine. I'm very curious when the problem will be resolved. At the very least, I don't understand why some "isolation" devices can't be installed so as to protect the fuel system from metal shards and limit the spread of the failure rather than replacing the entire fuel system. Stadium had mentioned to me that the manufacturer, although not certain, believes the issue is related to poor fuel or at least poor lubrication from the fuel. This may be. However, other manufacturers are mass-producing diesel automotive engines and I'm not aware of any large-scale fuel problems such as the TDI

is experiencing. Several others in my family own Dodge/Cummins pickups as well as GM Duramax trucks and are not having these sorts of problems in their fuel systems. Fuel has evolved over the last decade from standard diesel, to LSD, and then to ULSD. In my research on the internet and a few conversations I've had with diesel race engine builders, there seems to be a resounding theme that, "the quality of today's diesel fuel is questionable and is inferior to what it used to be." If other manufacturers are experiencing large-scale problems through this fuel evolution to ULSD, I'd like to know. If they are not, I'd be curious to know what they are doing to build endurance into their fuel systems, which Volkswagen is not.

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Thankfully, my wife and I have our car back now and are enjoying the benefits of the TDI (more power and less fuel). It is our hope that the engine will continue to run successfully without any further catastrophes for an excess of 200000 miles. Upon purchase of the vehicle, this was my initial desire for longevity. We have now had 3 major engine failures, one of which was not discussed in this letter due to it being of a different nature: the high pressure fuel injector pumped failed once, followed by a faulty intake manifold, followed by a second faulty high pressure fuel injector pump. To add, I have followed the maintenance schedule set forth in the Owner's Manual "to a T," making the necessary maintenance repairs when instructed to do so and using OEM parts. This culmination of failures has severely tainted Volkswagen's rapport with me and is causing me to seriously reconsider my next car purchase. Currently, Stadium has done a tremendous job dealing with these problems that have arisen with our car. We appreciate that. Despite that though, we are at the mercy of the quality of the manufacturer

and currently, *it is in question*. This very fuel pump problem may cause Volkswagen to lose significant marketing momentum against other large "green" automotive manufacturers (i.e., Toyota, Honda, GM, and etcetera) if not dealt with soon. My hope is that by me voicing my concerns, this issue will become more prevalent so as to make it clearer to you and Volkswagen as to the urgency of dealing with a major problem in the clean, green TDI.

Sincerely,

[REDACTED]  
New Springfield, OH  
[REDACTED]

Letter to Jonathan Browning of  
Volkswagen after second repair.  
He is the CEO of Volkswagen.

CUSTOMER #: 56436

51174

STADIUM VOLKSWAGEN, INC.

7850 Market Street

P.O. Box 9573

Youngstown, Ohio 44513

(330) 726-VW4U (8948)

Toll Free: (866) 726-VW4U (8948)

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 166 BRIAN BROZ

NEW SPRINGFIELD, OH

HOME CONT-N/A

BUS: CELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
A1A1-BLACK	10	VOLKSWAGEN JETTA	3VWTL7AJ9AM		9001/9001

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV I
29OCT09 DD			17:00 19JAN10			CASH	26JAN10

R.O. OPENED READY OPTIONS: STK:V10068 1)RL120402007052

07:51 16JAN10 12:17 26JAN10

LINE OPCODE TECH TYPE HOURS LIST NET TOT

A CUSTOMER STATES REAR CONSOLE CUPHOLDER INTERMITTENTLY WONT PULL DOWN, PLEASE INSPECT

51 TECH CHECKED OPERATION. OPERATION NORMAL. WORKING AS DESIGNED.

102 CVW 0.00 0.00 0.

B C/S TOW IN, ENGINE SHUT ITSELF OFF DRIVING DOWN FREEWAY, WILL NOT RESTART.

51 SEE STORY ATTACHED TO LINE C.

102 WVW 0.00 (N)

- 1 03L-130-755-A PUMP (N)
- 1 03L-130-321 PIPE (N)
- 1 03L-130-301 PIPE (N)
- 1 03L-130-301-R PIPE (N)
- 1 03L-130-301-B PIPE (N)
- 1 03L-130-301-C PIPE (N)
- 1 03L-130-235-K PIPE (N)
- 1 03L-130-089 FUEL DISTR (N)
- 2 N-911-316-01 BOLT (N)
- 4 03L-130-277-A INJECTUNIT (N)
- 1 1K0-127-400-F FUELFILTER (N)
- 1 03L-201-360-G FUEL LINE (N)

C STORY ATTACHED TO THIS LINE RELATED TO REPAIR

51 SEE STORY ATTACHED.

102 CVW 0.00 0.00 0.

THE TECH VERIFIED THE CONCERN. FOUND HIGH PRESSURE INJECTION PUMP SQUEALING. REMOVED REGULATOR. FOUND METAS. FOLLOWED REPAIRS AS PER SCENARIO 2. REMOVED TIMING BELT AND HIGH PRESSURE PUMP. REMOVED FUEL FILTER HOUSING AND 2ND TRANSFER PUMP. REMOVED HIGH PRESSURE FUEL RAIL, REMOVED INJECTOR PRESSURE LINES AND INJECTORS AND FUEL RAIL. REMOVED FUEL RETURN LINE. REPLACED INJECTORS, FUEL RAIL, HIGH PRESSURE INJECTOR INES, FUEL RETURN LINES, HIGH PRESSURE RAIL SUPPLY LINE, INJECTION PUMP, FUEL FILTER ASSEMBLY. REINSTALLED TIMING BELT, 2NDARY TRANSFER

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SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with the repair.

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	

CUSTOMER #: 56436

51174

STADIUM VOLKSWAGEN, INC.

7850 Market Street

P.O. Box 9573

Youngstown, Ohio 44513

(330) 726-VW4U (8948)

Toll Free: (866) 726-VW4U (8948)

\*INVOICE\*

PAGE 2

NEW SPRINGFIELD, OH

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 166 BRIAN BROZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
A1A1-BLACK	10	VOLKSWAGEN JETTA	3VWTL7AJ9AM		9001/9001

DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. I
29OCT09 DD			17:00 19JAN10			CASH	26JAN10

R.O. OPENED      READY      OPTIONS: STK:V10068 1)RL120402007052

07:51 16JAN10      12:17 26JAN10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOT
------	--------	------	------	-------	------	-----	-----

PUMP. REMOVED IN TANK TRANSFER PUMP, REMOVED AND REPLACED FUEL REINSTALLED PUMP. FLUSHED FUEL SYSTEM. SET ID FOR INJECTORS. PRIMED FUEL SYSTEM. TEST DROVE. OK AT THIS TIME.

\*\*\*\*\*

D FREE BATT TEST

FBI FREE BATT TEST

102	CVW	0.00			0.00	0
-----	-----	------	--	--	------	---

\*\*\*\*\*

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DESCRIPTION	TOTAL
LABOR AMOUNT	0.
PARTS AMOUNT	0.
GAS, OIL, LUBE	0.
SUBLET AMOUNT	0.
MISC. CHARGES	0.
TOTAL CHARGES	0.
LESS INCURANCE	0.

CUSTOMER #: 56436

60218

STADIUM VOLKSWAGEN, INC.

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NEW SPRINGFIELD, OH

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 229 BEN TESSEAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT		
A1A1-BLACK	10	VOLKSWAGEN JETTA	3VWTL7AJ9AM		51277/51277		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D
29OCT09 DD			17:00 11JUL11			CASH	27JUL1
R.O. OPENED	READY	OPTIONS:	PHONE	STK:	RL:	CELL	
11:34 09JUL11	15:40 27JUL11	STK:V10068 1)RL120402007052 2)					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOT
A CUSTOMER STATES CEL IS ON AND GLOW PLUG LIGHT CAME ON AND FLASHED, RAN ROUGH, PLEASE INSPECT							
CAUSE:							

51 TECHNICIAN INSPECTED VEHICLE, CONTACTED  
TECHLINE, ADVISED COMPLETING FUEL  
RESTORATION, ORDERED PARTS

102 WVV 0.00 (N/

51 REPLACED FUEL INJECTORS, FUEL INJECTOR LINES,  
FUEL RAILS, FUEL RETURN LINES, FUEL  
RETENTION VALVE, PSI LINE FROM HIGH PSI PUMP

102 WVV 0.00 (N/

51 FUEL FILTER ASSEMBLY, SECONDARY FUEL PUMP, IN  
TANK FUEL PUMP AND FUEL TANK, PURGED SYSTEM  
WITH SCANNED, CLEARED CODES, ROAD TESTED, OK

102 WVV 0.00 (N/

- 4 WHT-000-884 SEAL (N/
- 4 03L-130-277-A INJECTUNIT (N/
- 1 03L-201-360-G FUEL LINE (N/
- 1 03L-130-235-S PIPE (N/
- 1 03L-130-301 PIPE (N/
- 1 03L-130-301-R PIPE (N/
- 1 03L-130-301-B PIPE (N/
- 1 03L-130-301-C PIPE (N/
- 1 03L-130-321 PIPE (N/
- 2 N-911-316-01 BOLT (N/
- 1 1K0-201-060-GP TANK (N/
- 1 03L-130-089 FUEL DISTR (N/
- 1 1K0-919-050-J FUEL UNIT (N/
- 1 5N0-906-129-B FUEL PUMP (N/
- 1 1K0-127-400-F FUELFILTER (N/

FC:  
PART#:  
COUNT:  
CLAIM TYPE:

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SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	

CUSTOMER #: 56436

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SERVICE ADVISOR: 229 BEN TESSEAN

NEW SPRINGFIELD, OH  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

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DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV D
29OCT09 DD			17:00 11JUL11			CASH	27JUL11
H.O. OPENED	READY	OPTIONS: STK:V10068 1)RL120402007052 2)				CELL	
11:34 09JUL11	15:40 27JUL11	PHONE [REDACTED]					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOT
AUTH CODE:							

B FREE MULTIPOINT INSPECTION

99P FREE MULTIPOINT INSPECTION

102 CVW 0.00

0.00 0.

NOWASH CUSTOMER DECLINES CAR WASH

102 CVW 0.00

0.00 0.

C FREE BATT TEST

FBT FREE BATT TEST

102 CVW 0.00

0.00 0.

D E-MAIL ADDRESS

E VERIFIED

199 CVW 0.00

0.00 0.

RECOMMEND 55,000 MILE MAINTENANCE NEXT

NOTE: IF YOU ARE SURVEYED BY VOLKSWAGEN AND CAN NOT ANSWER (10 OR YES ) TO ALL QUESTIONS PLEASE CONTACT THE SERVICE MANAGER FOR ASSISTANCE

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MISC. CHARGES	0.
TOTAL CHARGES	0.
LESS INSURANCE	0.