 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received SEP 30 2011</p>		<p>Repository <input type="checkbox"/></p>	
<p>Name [REDACTED]</p>		<p>15-AUG-2011</p>		<p>Reference No. 10419510</p>	
<p>Address [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>City BRITLLE BRIELLE State NJ Zip Code [REDACTED]</p>		<p>Evening Telephone Number [REDACTED]</p>		<p>[REDACTED]</p>	
<p><i>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).</i></p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3VWVG3AG6AM [REDACTED]</p>		<p>Make VOLKSWAGEN</p>		<p>Model NEW BEETLE CONVER</p>	
<p>Model Year 2010</p>		<p>Date Purchased 07.16.10</p>		<p>Dealer's Name and Telephone Number WORLD VOLKSWAGEN (732) 922-1500</p>	
<p>Engine: No: Cylinders 5</p>		<p>Fuel Type: 87</p>		<p>Original Owner <input checked="" type="checkbox"/></p>	
<p>Dealer's City 4075 HWY 33 NEPTUNE, NJ 07753 State NJ Zip Code 07753</p>		<p>Transmission Type Automatic <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>		<p>Powertrain Multiple Failure: 8 Incident Date(s) 04-FEB-2011</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 030000 SERVICE BRAKES, HYDRAULIC, 160000 STRUCTURE</p>				<p>Failure Mileage 5000</p>	
<p>Failure Speed 5</p>					
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make HANKOOK</p>		<p>Tire Model (Name or Number) HANKOOK 1205/55R16 91H</p>		<p>Tire Size (Example P215/65R15) 1205/55R16 91H</p>	
<p>DOT No. (Example: DOTM19ABC036) 301 16RPOY#4509</p>		<p><input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location: MARSHMAN, Brielle Rd</p>	
<p>Tire Component Code Flat</p>				<p>Tire Failure Type: Flat</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>		<p>Child Seat Component Code: Failed Part:</p>	
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured</p>	
<p>Number of Deaths</p>		<p>Reported to Police</p>		<p>N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2010 VOLKSWAGEN NEW BEETLE. THE CONTACT STATED THE VEHICLE WOULD NOT START, THE IGNITION SWITCH FAILED AND THE BRAKES DO NOT RESPOND IMMEDIATELY WHEN THEY WERE APPLIED. THE TRUNK WOULD NOT OPEN, THE DRIVERS WINDOW WOULD NOT OPEN OR CLOSE. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES REGARDING THE FAILURE. THE WINDOW AND TRUNK WAS REPAIRED. THE DEALER STATED THE IGNITION HAD TO BE REPLACED, BUT THE PART WAS ON BACK ORDER. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 5,000 AND THE CURRENT MILEAGE WAS 10,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

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

07.25.11 The right front tire was flat. It was fix
09.20.11 The Tire Pressure Monitoring system
warning light appear on the panel, it was
fix same day.

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



**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



CUSTOMER #: 15143

147384

INVOICE



4075 HWY 33
Neptune, NJ 07753
(732) 922-1500
www.worldVW.com

PAGE 1

BRIELLE, NJ
HOME: [REDACTED] CONT:000-0011
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1057 FRANK FAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	10	VOLKSWAGEN BEETLE	3VWRG3AG6AM [REDACTED]		4393/4393	T675	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JUL10 DD			WAIT 04FEB11		105.00	CASH	04FEB11
VEHICLE RECEIVED	CUSTOMER NOTIFIED	OPTIONS: STK:1462 DLR:408282 ENG:2.5_Liter_F.I.					
12:49 04FEB11	14:19 04FEB11	TRN:AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A) CUSTOMER STATES WIPERS ARE NOISEY
CAUSE:

D WIPERS NOISY REPLACED.
26 C 0.00

1 1C1-955-425-B WIPERBLADE
1 1C1-955-425-C WIPERBLADE

4000 Replace wipers Customer states wipers noisy, replaced wipers

B) CUSTOMER STATES SWITCH FROM INSIDE DOES NOT OPEN TRUNK
CAUSE: TRUNK HARD TO OPEN. ADJUSTED HINGES

55661999 A TIME TO ADJUST TRUNK HINGES
26 W03 0.20

(N/C)

FC: 556611 3ME
PART#:
COUNT:
CLAIM TYPE: 110
AUTH CODE:
55661

4000 Trunk requires adjustment Adjusted trunk hinges and stops;
verified operation

C CUSTOMER STATES ON REMOTE MUST HIT BUTTON 2-3 TIMES TO OPEN TRUNK

D SEE LINE B FOR REPAIRS.
26 C 0.00

0.00 0.00

SHOP FROM HOME/MAKE APPOINTMENTS/ORDER PARTS
AT WWW.WORLDVW.COM

CUSTOMER COPY	SERVICE DEPT. HOURS		DESCRIPTION	TOTALS
	M-F 8:00 AM - 6:00 PM	SAT 9:00 AM - 4:00 PM		
			LABOR AMOUNT	0.00
			PARTS AMOUNT	35.20
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	35.20
			LESS INSURANCE/DISC.	0.00
			SALES TAX	2.46
			PLEASE PAY THIS AMOUNT	37.66

LIMITED WARRANTY: Volkswagen of America, Inc., warrants every new and factory rebuilt part and accessory distributed by Volkswagen of America, Inc., in the United States and Canada, be free from defect under normal use for a period of 12 months or 12,000 miles, whichever comes first (excluding normal wear and tear, maintenance and service items). Any authorized Volkswagen dealer will replace or repair defective parts free of charge, including labor costs.

DISCLAIMER OF WARRANTIES: This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defect pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

CUSTOMER SIGNATURE: X

Thank You!

CUSTOMER #: 15143

149812



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INVOICE

PAGE 2

BRIELLE, NJ

HOME: [REDACTED] CONT: 000-0055

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1057 FRANK FAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	10	VOLKSWAGEN BEETLE	3VWRG3AG6AM [REDACTED]		7952/7952	T2157	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JUL10 DD			WAIT 26MAY11		105.00	CASH	24MAY11

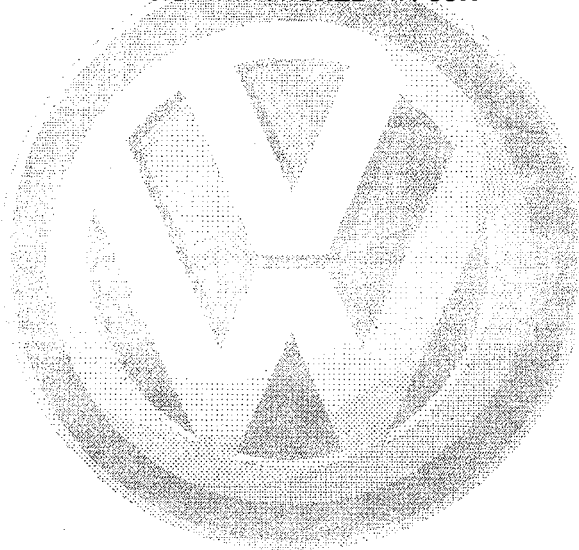
VEHICLE RECEIVED	CUSTOMER NOTIFIED	OPTIONS: STK:1462 DLR:408282 ENG:2.5_Liter_F.I. TRN:AUTO
08:03 24MAY11	10:00 24MAY11	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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C CUSTOMER STATES RIGHT BRAKE LIGHT IS INOP. AT TIMES
SOP NECESSARY TO SPECIAL ORDER PART
5 C 0.00 0.00 0.00

7952 ordered right taillight assembly bulb socket unsecure melting taillight housing

SHOP FROM HOME/MAKE APPOINTMENTS/ORDER PARTS
AT WWW.WORLDRVW.COM



CUSTOMER COPY	SERVICE DEPT. HOURS		DESCRIPTION	TOTALS
	M-F	SAT	LABOR AMOUNT	0.00
	8:00 AM - 6:00 PM	9:00 AM - 4:00 PM	PARTS AMOUNT	0.00
	LIMITED WARRANTY: Volkswagen of America, Inc., warrants every new and factory rebuilt part and accessory distributed by Volkswagen of America, Inc., in the United States and Canada, be free from defect under normal use for a period of 12 months or 12,000 miles, whichever comes first (excluding normal wear and tear, maintenance and service items). Any authorized Volkswagen dealer will replace or repair defective parts free of charge, including labor costs.		GAS, OIL, LUBE	0.00
	DISCLAIMER OF WARRANTIES: This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defect pertaining to safety or performance, by way of "strict liability", negligence or otherwise.		SUBLET AMOUNT	0.00
	CUSTOMER SIGNATURE: X _____		MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE/DISC.	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

Thank You!

CUSTOMER #: 15143

149812



4075 HWY 33
Neptune, NJ 07753
(732) 922-1500
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INVOICE

PAGE 1

BRIELLE, NJ

HOME: [REDACTED] CONT: 000-0055

BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 1057 FRANK FAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	10	VOLKSWAGEN BEETLE	3VWRG3AG6AM [REDACTED]		7952/7952	T2157	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JUL10 DD			WAIT 26MAY11		105.00	CASH	24MAY11
VEHICLE RECEIVED	CUSTOMER NOTIFIED	OPTIONS: STK:1462 DLR:408282 ENG:2.5_Liter_F.I.					
08:03 24MAY11	10:00 24MAY11	TRN:AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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4) A CUSTOMER STATES DRIVER SIDE WINDOW NOT WORKING
CAUSE: DRIVERS WINDOW INOP.R&R ASSEMBLY.REPLACED CABLE KIT.

57191950	CABLE REMOVE+REINSTALL						(N/C)
5	W03	0.10					(N/C)
1	1CM-898-655 REPAIR KIT						(N/C)
57301950	DOOR ASSEMBLY CARRIER REMOVE+REINSTALL						(N/C)
5	W03	0.40					(N/C)
70591900	FRONT DOOR TRIM PANEL REMOVE+REINSTALL						(N/C)
5	W03	0.40					(N/C)

FC: 571915001PPG
PART#: 1CM-898-655
COUNT:
CLAIM TYPE: 110
AUTH CODE:

*
7952 regulator cable faulty checked operation, removed left front door panel & window regulator assembly. replaced cable & clamps, reassembled. no vc on cable or clamps

B CUSTOMER STATES TRUNK DOES NOT RELEASE.CUSTOMER IS HOLDING BUTTON ON REMOTE.HAS SAME ISSUE WHEN USIN INSIDE RELEASE.
CAUSE: REAR TRUNK WOULD NOT RELEASE.R&R PANELS.ADJUST LOCK ASSEMBLY.STRIKER PLATE AND BUMPERS.

55561999	R&R TRIM PANELS.ADJUSTED LOCK AND STRIKER PLATE FOR PROPER TRUNK OPERATION.						(N/C)
5	W03	0.50					(N/C)

FC: 555611 3ME
PART#: 3ME
COUNT:
CLAIM TYPE: 110
AUTH CODE:
55561

7952 out of adjustment checked operation, removed rear trunk trim panels, & adjusted striker & hindges, reassembled & rechecked, ok

CUSTOMER COPY

SERVICE DEPT. HOURS	
M-F	SAT
8:00 AM - 6:00 PM	9:00 AM - 4:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE/DISC.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

LIMITED WARRANTY: Volkswagen of America, Inc., warrants every new and factory rebuilt part and accessory distributed by Volkswagen of America, Inc., in the United States and Canada, be free from defect under normal use for a period of 12 months or 12,000 miles, whichever comes first (excluding normal wear and tear, maintenance and service items). Any authorized Volkswagen dealer will replace or repair defective parts free of charge, including labor costs.

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CUSTOMER SIGNATURE: X

Thank You!

CUSTOMER #: 15143

150171



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Neptune, NJ 07753
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www.worldVW.com

INVOICE

PAGE 1

BRIELLE, NJ

HOME: [REDACTED] CONT:000-0031

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1057 FRANK FAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	10	VOLKSWAGEN BEETLE	3VWRG3AG6AM [REDACTED]		8495/8495	T2209	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JUL10 DD			WAIT 09JUN11		105.00	CASH	09JUN11
VEHICLE RECEIVED		CUSTOMER NOTIFIED		OPTIONS: STK:1462 DLR:408282 ENG:2.5_Liter_F.I.			
		TRN:AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES BRAKE LIGHT INOP SOMETIMES.
 CAUSE: REAR BULB HARNESS TOO TIGHT CAUSING BULB TO PULL OUT AND MELTED
 MOUNTING.REPLACED TAIL LIGHT ASSEMBLY

94311900 TAILLIGHT REMOVE+REINSTALL

5 W03 0.20

1 1C0-945-172-F TAILLIGHT

(N/C)
(N/C)

FC: 943115002SSC

PART#: 1C0-945-172-F

COUNT:

CLAIM TYPE: 110

AUTH CODE:

*

8495 tail light burnt/melted check out, found wiring harness for
 right tail light routed to tight pulling socket out of tail light &
 melting housing. replaced tail light assembly & rerouted wiring harness
 vc=ssl

B CHECK VEHICLE NO RECALL CAMPAIGNS APPLY

NR CHECK VEHICLE NO RECALL CAMPAIGNS APPLY

5 C 0.00

0.00 0.00

FIRST SCHEDULED SERVICE IS DUE SHOP FROM HOME/MAKE APPOINTMENTS/ORDER PARTS
 AT 10,000 MILES. AT WWW.WORLDDVW.COM

CUSTOMER COPY	SERVICE DEPT. HOURS		DESCRIPTION	TOTALS
	M-F	SAT		
	8:00 AM - 6:00 PM	9:00 AM - 4:00 PM	LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE/DISC.	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER SIGNATURE: X

Thank You!

CUSTOMER #: 15143

143346



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Neptune, NJ 07753
(732) 922-1500
www.worldVW.com

INVOICE

PAGE 1

BRIELLE, NJ

HOME [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1057 FRANK FAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	10	VOLKSWAGEN BEETLE	3VWRG3AG6AM [REDACTED]		335/335	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JUL10 DD			17:00 22JUL10		105.00	CASH	22JUL10
VEHICLE RECEIVED			CUSTOMER NOTIFIED		OPTIONS: STK:1462 DLR:408282 ENG:2.5_Liter_F.I.		
			TRN:AUTO				
09:42 22JUL10			10:01 22JUL10				

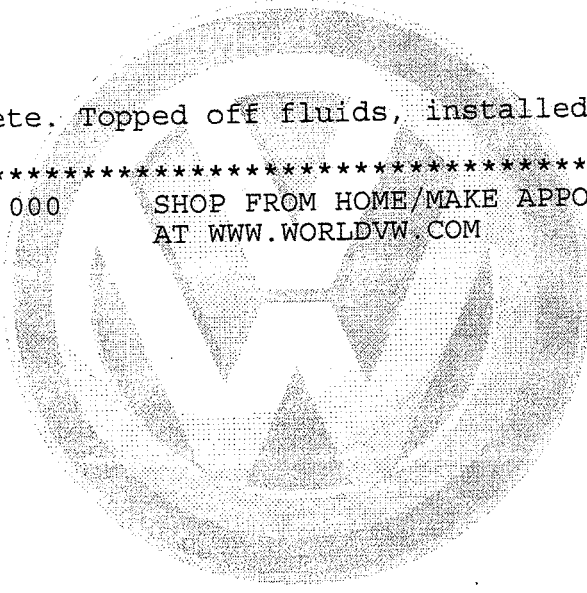
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A COURTESY VEHICLE CHECK
 CAUSE: PER COURTESY INSPECTION
 01100000 COURTESY VEHICLE CHECK
 2 WFM 0.50
 FC: 011055 TX2
 PART#:
 COUNT:
 CLAIM TYPE: 1MA
 AUTH CODE:
 01100

(N/C)

335 Courtesy check complete. Topped off fluids, installed plates etc.

 FIRST SERVICE DUE IS 10,000 SHOP FROM HOME/MAKE APPOINTMENTS/ORDER PARTS AT WWW.WORLDDVW.COM



CUSTOMER COPY	SERVICE DEPT. HOURS		DESCRIPTION	TOTALS
	M-F	SAT	LABOR AMOUNT	0.00
	8:00 AM - 6:00 PM	9:00 AM - 4:00 PM	PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE/DISC.	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER SIGNATURE: X

Thank You!

CUSTOMER #: 15143

151200



4075 HWY 33
Neptune, NJ 07753
(732) 922-1500
www.worldVW.com

INVOICE

PAGE 1

BRIELLE, NJ

HOME: [REDACTED] CONT: 000-0089

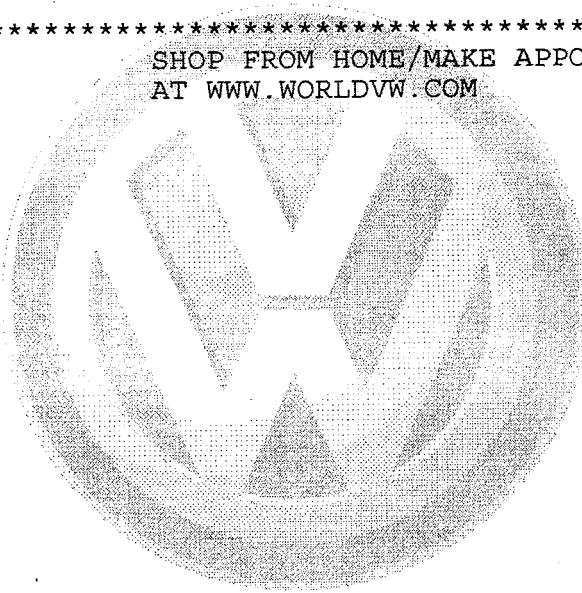
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1057 FRANK FAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	10	VOLKSWAGEN BEETLE	3VWRG3AG6AM [REDACTED]		9501/9501	T2392	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JUL10 DD			WAIT 25JUL11		105.00	CASH	25JUL11
VEHICLE RECEIVED	CUSTOMER NOTIFIED	OPTIONS: STK:1462 DLR:408282 ENG:2.5_Liter_F.I.					
13:08 25JUL11	13:57 25JUL11	TRN:AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A				CUSTOMER STATES CHANGE FRONT D/S TIRE MB1 REPLACE RIGHT FRONT TIRE. 19 FLOWERS, JAMES LIC#: 19 C 0.40		20.00	20.00
				1 205/55R16HAN TIRE	170.00	136.00	136.00
				1 TIRE-TAX DISPOSAL FEE	1.50	1.50	1.50
9501	M/B			1 TIRE R/F			

SHOP FROM HOME/MAKE APPOINTMENTS/ORDER PARTS
AT WWW.WORLDDVW.COM



CUSTOMER COPY	SERVICE DEPT. HOURS		DESCRIPTION	TOTALS
	M-F	SAT		
	8:00 AM - 6:00 PM	9:00 AM - 4:00 PM	LABOR AMOUNT	20.00
			PARTS AMOUNT	137.50
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	157.50
			LESS INSURANCE/DISC.	0.00
			SALES TAX	10.92
			PLEASE PAY THIS AMOUNT	168.42

LIMITED WARRANTY: Volkswagen of America, Inc., warrants every new and factory rebuilt part and accessory distributed by Volkswagen of America, Inc., in the United States and Canada, be free from defect under normal use for a period of 12 months or 12,000 miles, whichever comes first (excluding normal wear and tear, maintenance and service items). Any authorized Volkswagen dealer will replace or repair defective parts free of charge, including labor costs.

DISCLAIMER OF WARRANTIES: This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defect pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

CUSTOMER SIGNATURE: X _____

Thank You!

CUSTOMER #: 15143

151301



4075 HWY 33
Neptune, NJ 07753
(732) 922-1500
www.worldVW.com

INVOICE

PAGE 1

BRIELLE, NJ

HOME: [REDACTED] CONT: 000-0089

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1057 FRANK FAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	10	VOLKSWAGEN BEETLE	3VWRG3AG6AM [REDACTED]		9558/9558	T2420

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JUL10 DD			WAIT 29JUL11		105.00	CASH	29JUL11

VEHICLE RECEIVED	CUSTOMER NOTIFIED	OPTIONS: STK:1462 DLR:408282 ENG:2.5_Liter_F.I.
07:43 29JUL11	09:09 29JUL11	TRN:AUTO

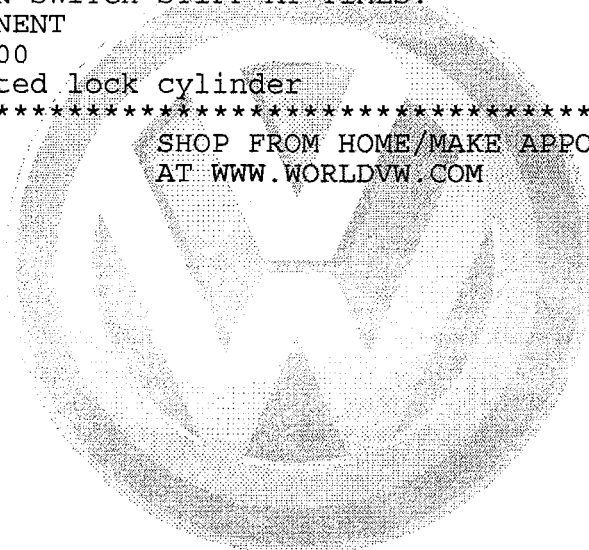
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A KEY PROGRAMMING
 KEY ADDED KEY, PROGRAM & IMMOBILIZE
 26 INP 1.00 (N/C)
 1 1J0-959-753-DC TRANSMITTE (N/C)
 1 1T0-837-246-D-INF KEY (N/C)
 9558 KEY ADAPTION Adapted 2 keys to vehicle

B CUSTOMER STATES IGNITION SWITCH STIFF AT TIMES.
 LUBE LUBRICATE COMPONENT
 26 INP 0.00 (N/C)
 9558 Lubrication Lubricated lock cylinder

 KEY OK PER GINO

SHOP FROM HOME/MAKE APPOINTMENTS/ORDER PARTS
AT: WWW.WORLDDVW.COM



CUSTOMER COPY	SERVICE DEPT. HOURS		DESCRIPTION	TOTALS
	M-F	SAT	LABOR AMOUNT	0.00
	8:00 AM - 6:00 PM	9:00 AM - 4:00 PM	PARTS AMOUNT	0.00
	LIMITED WARRANTY: Volkswagen of America, Inc., warrants every new and factory rebuilt part and accessory distributed by Volkswagen of America, Inc., in the United States and Canada, be free from defect under normal use for a period of 12 months or 12,000 miles, whichever comes first (excluding normal wear and tear, maintenance and service items). Any authorized Volkswagen dealer will replace or repair defective parts free of charge, including labor costs.		GAS, OIL, LUBE	0.00
	DISCLAIMER OF WARRANTIES: This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defect pertaining to safety or performance, by way of "strict liability", negligence or otherwise.		SUBLET AMOUNT	0.00
	CUSTOMER SIGNATURE: X _____		MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE/DISC.	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

Thank You!

CUSTOMER #: 15143

151505



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Neptune, NJ 07753
(732) 922-1500
www.worldVW.com

INVOICE

PAGE 1

BRIELLE, NJ
HOME: [REDACTED] CONT: 000-0089
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2060 MICHAEL KOSCSIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	10	VOLKSWAGEN BEETLE	3VWRG3AG6AM [REDACTED]		10143/10145	T098	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JUL10 DD			WAIT 08AUG11		105.00	CASH	08AUG11
VEHICLE RECEIVED			CUSTOMER NOTIFIED				OPTIONS: STK:1462 DLR:408282 ENG:2.5_Liter_F.I.
			TRN:AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A MAINTENANCE 10000 MLS/15000 KM
 CAUSE: AS PER FREE MAINTENANCE 10K
 03110083 MAINTENANCE 10000,MLS/15000 KM
 26 WFM 0.75 (N/C)
 1 06D-115-562 FILTERELEM (N/C)
 63 G-052-167-S0 ENGINE OIL (N/C)
 FC: 031155 TX2
 PART#:
 COUNT:
 CLAIM TYPE: 1MA
 AUTH CODE:
 03110

10145 10k maintenance Performed 10k service; Lof, tire rotation, adjusted tire pressures

 B CUSTOMER CALLED IN FRIDAY AT 2:30 AND STATED IGNITION IS VERY DIFFICULT TO TURN AND AT TIMES WILL NOT START VEHICLE. SERVICE MANAGER TO GET INVOLVED. CUSTOMER IS UPSET. CUSTOMER STATES ALSO CHECK WHEN DEPRESSING BRAKE SEEMS HARD?
 D ADVISED CUSTOMER DID FIND STIFFNESS IN IGNITION LOCK. ORDERED REPLACEMENT IGNITION LOCK CYLINDER BUT ON BACKORDER STATUS.

26	C	0.00	0.00	0.00
----	---	------	------	------

10357 Binding ignition cylinder Ignition cylinder binding; ordered replacement part; part on back order

C CHECK VEHICLE NO RECALL CAMPAIGNS APPLY
 NR CHECK VEHICLE NO RECALL CAMPAIGNS APPLY

26	C	0.00	0.00	0.00
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NEXT SERVICE DUE AT 20,145 MILES. SHOP FROM HOME/MAKE APPOINTMENTS/ORDER PARTS AT WWW.WORLDDVW.COM

CUSTOMER COPY	SERVICE DEPT. HOURS		DESCRIPTION	TOTALS
	M-F	SAT	LABOR AMOUNT	0.00
	8:00 AM - 6:00 PM	9:00 AM - 4:00 PM	PARTS AMOUNT	0.00
	LIMITED WARRANTY: Volkswagen of America, Inc., warrants every new and factory rebuilt part and accessory distributed by Volkswagen of America, Inc., in the United States and Canada, be free from defect under normal use for a period of 12 months or 12,000 miles, whichever comes first (excluding normal wear and tear, maintenance and service items). Any authorized Volkswagen dealer will replace or repair defective parts free of charge, including labor costs.		GAS, OIL, LUBE	0.00
	DISCLAIMER OF WARRANTIES: This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defect pertaining to safety or performance, by way of "strict liability", negligence or otherwise.		SUBLET AMOUNT	0.00
	CUSTOMER SIGNATURE: X _____		MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE/DISC.	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

Thank You!

CUSTOMER #: 15143

151750



4075 HWY 33
Neptune, NJ 07753
(732) 922-1500
www.worldVW.com

Spot # 15

INVOICE

PAGE 1

BRIELLE, NJ

HOME: [REDACTED] CONT: 000-0089

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 2060 MICHAEL KOSCSIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	10	VOLKSWAGEN BEETLE	3VWRG3AG6AM [REDACTED]	[REDACTED]	10763/10764	T184	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JUL10 DD			17:00 18AUG11		105.00	CASH	18AUG11

VEHICLE RECEIVED	CUSTOMER NOTIFIED	OPTIONS:
15:32 17AUG11	10:56 18AUG11	STK:1462 DLR:408282 ENG:2.5_Liter_F.I. TRN:AUTO

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

A CUSTOMER STATES THE IGNITION LOCK WILL NOT TURN AT TIMES. IGNITION LOCK CYLINDER PART ORDERED/HERE.

CAUSE: BINDING IGNITION LOCK CYLINDER

28071900 IGNITION LOCK CYLINDER REMOVE+REINSTALL

26 W03 0.90

1 107-905-855-CF CYLINDER

(N/C)

(N/C)

FC: 280717 VS3

PART#: 107-905-855-CF

COUNT:

CLAIM TYPE: 110

AUTH CODE:

*

10764 Binding ignition lock cylinder Replaced ignition lock cylinder due to binding.

NEXT SERVICE DUE AT 20,145 MILES.

SHOP FROM HOME/MAKE APPOINTMENTS/ORDER PARTS AT WWW.WORLDDVW.COM

Called done 8/18 1:01 PM

CUSTOMER COPY

SERVICE DEPT. HOURS	
M-F	SAT
8:00 AM - 6:00 PM	9:00 AM - 4:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE/DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER SIGNATURE: X _____

Thank You!

7) 09/20/11 - 3:15 pm The Tire Pressure Monitoring System warning light (W) appear. Fix 09-20-11 @ 3pm without fillout a paper.

CUSTOMER #: 15143

151750



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Neptune, NJ 07753
(732) 922-1500
www.worldVW.com

Spot # 15

INVOICE

PAGE 1

BRIELLE, NJ

HOME: [REDACTED] CONT: 000-0089

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2060 MICHAEL KOSCSIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	10	VOLKSWAGEN BEETLE	3VWRG3AG6AM [REDACTED]	[REDACTED]	10763/10764	T184	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JUL10 DE			17:00 18AUG11		105.00	CASH	18AUG11
VEHICLE RECEIVED	CUSTOMER NOTIFIED	OPTIONS: STK:1462 DLR:408282 ENG:2.5_Liter_F.I.					
15:32 17AUG11	10:56 18AUG11	TRN:AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THE IGNITION LOCK WILL NOT TURN AT TIMES. IGNITION LOCK CYLINDER PART ORDERED/HERE.

CAUSE: BINDING IGNITION LOCK CYLINDER

28071900 IGNITION LOCK CYLINDER REMOVE+REINSTALL

26 W03 0.90

1 107-905-855-CF CYLINDER

(N/C)
(N/C)

FC: 280717 VS3

PART#: 107-905-855-CF

COUNT:

CLAIM TYPE: 110

AUTH CODE:

*

10764 Binding ignition lock cylinder Replaced ignition lock cylinder due to binding.

NEXT SERVICE DUE AT 20,145 MILES.

SHOP FROM HOME/MAKE APPOINTMENTS/ORDER PARTS AT WWW.WORLDDVW.COM

Called down 8/18 1:01 PM

CUSTOMER COPY	SERVICE DEPT. HOURS		DESCRIPTION	TOTALS
	M-F	SAT		
	8:00 AM - 6:00 PM	9:00 AM - 4:00 PM	LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE/DISC.	0.00

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m: [REDACTED]

[REDACTED]

Brielle, NJ [REDACTED]



FIRST CLASS

To: US Department of Transportation
National Highway Traffic Safety
Office of Defects Investigation, NV

eady **P**ost.