

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline  U.S. Department of Transportation National Highway Traffic Safety Administration		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 DEC 1 2011 01-NOV-2011		Repository ☐ Reference No. 10433781	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address							
City		State		Zip Code			
YORKTOWN		VA					
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	
3VWBX7AJ8BM				VOLKSWAGEN		JETTA	
				Model Year		2011	
Date Purchased		Dealer's Name and Telephone Number		Engine:		Fuel Type:	
3/3/11		Greenbriar VW LLC (757) 424-4689		No: Cylinders		GAS	
Original Owner		Dealer's City		State		Zip Code	
☐							
Transmission Type		☐ Antilock Brakes		Powertrain		Multiple Failure:	
Automatic		☒ Cruise Control				Incident Date(s)	
						01-MAR-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 110000 ELECTRICAL SYSTEM						Failure Mileage	
						800	
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: DOTM9ABC036)		☐ Original Equipment ☐ Prior Repair			Failure Location:		
Tire Component Code					Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)							
Crash		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No				Reported to Police	
						N	
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 THAT THE HORN WOULD ACTIVATE AT ANY TIME INDEPENDENTLY AND COULD NOT BE SHUT OFF. THE DEALER WAS CONTACTED AND THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN ID NUMBER: 11V196000 (ELECTRICAL SYSTEM: FUSES AND CIRCUIT BREAKERS), BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED AND REFERRED THE CONTACT TO SPEAK WITH THE DEALER. THERE WERE NO FURTHER REPAIRS. THE FAILURE MILEAGE WAS 800 AND THE CURRENT MILEAGE WAS 11,000. THE VIN WAS UNAVAILABLE.							
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.							

[REDACTED]
Yorktown, Virginia [REDACTED]
November 17, 2011

Alan Simanovsky & Associates, LLC
2300 Henderson Mill Road
Suite 300
Atlanta, GA 30345
Attn: Mr. Will Young

Dear Mr. Young,

Please be advised that I have enclosed documents regarding the 2011 Volkswagen Jetta, VIN# 3VWDX7AJ8BM [REDACTED] that I purchased on March 3, 2011. The first month that I leased the car, I started experiencing the problem with the horn going off at any given time. I have taken this car to two different dealerships (Greenbriar Volkswagen-Chesapeake, Virginia & Casey Imports-Newport News, VA) since I have had it. I immediately called the problem into Volkswagen Corporation as well.

The only excuses that I keep receiving from the dealerships is the horn only goes off when it is locked, panic button is pressed or the trunk is shut down. That is not true; this horn goes off at any given time! Why would I keep taking the car back to the dealers if I was hitting the panic button or just basically locking it. I know that much. I know that it is supposed to sound off if I am locking it or hit the panic button. I am not ignorant to those factors involved with the part of the horn that goes off when it is supposed to. What is out of the ordinary is when it goes off at given time especially if I am pumping gas, or it will go off it is just sitting outside shut off. An example of this would be when I first got the car and I was at my parent's house. The car was off sitting in front of my parent's garage and my father heard it go off by itself while he was in his garage. He asked me, "did you know that your horn is going off by itself?" I told him yes. He asked me had I taken back to the dealer, and I told him yes but they keep telling me that the "concern can't be duplicated." Even up to this month (November 2011) it is still doing the same thing. In May 2011, my car sat at Greenbriar Volkswagen in Chesapeake, Virginia for two weeks. They got in touch with Volkswagen Corporation and brought a Regional Manager with special tooling but still could not fix the problem.

I am very dissatisfied with this vehicle and would like to turn it back in and be compensated; since it appears to be a wiring defect somewhere with the vehicle. Making payments on a defected vehicle is not fun! The recall box was replaced but I am still experiencing the same issues with this car. There is information all over the internet regarding this type of defect and others in the 2011 Volkswagen Jettas. I have also contacted the National Transportation Safety Administration and filed a complaint with them at 1-888-327-4236, and the defect investigation number is 10433781. Thanking you in advance for any assistance that you could grant me in rectifying this problem.

Sincerely,

A handwritten signature, possibly 'A', is written in black ink above the redacted area.



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
Tel. 1 800 893 5298

April 2011

[REDACTED]

YORKTOWN, VA [REDACTED]

Vehicle Identification Number (VIN): 3VWDX7AJ8BM [REDACTED]

**Subject: Safety Recall 97V3/U9 – Converter Box Wiring
2011 Model Year Volkswagen Jetta (6th Generation)**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2011 model year Volkswagen Jetta (6th Generation) vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The affected vehicles have an electrical wiring and fuse layout where the converter box is protected by the same fuse used by the signal horn and the anti-theft alarm system. If the fuse is blown (e.g. in case of an electrical short in the horn), the converter box is disconnected from the power supply which, in turn, shuts off applications such as the engine management system, lighting system, and wipers. Should this happen while the vehicle is being driven, the engine could stall, or the headlights or wipers could turn off unexpectedly, potentially leading to a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, dealers will separate the wiring for the horn and the theft protection horn from the power supply of the converter box and route the wires to separate fuses to correct this condition free of charge.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment to have your vehicle repaired without delay.

97V3USA

The repair will take about an hour and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to.

Volkswagen of America, Inc.
Attn: Customer CARE Center – Hills East (97V3/U9)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We also invite you to visit our website at www.vw.com, where you can check to see if this or any other action may be open on your vehicle.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance



Title Number	Veh. Identification Number (VIN)	Date Issued	Plate Number	Plate Type	Sticker	Expiration Date
	3VWDX7AJ8BM	04/04/11		PA		03/31/12
Vehicle Make	Model	Body	Year	Color	Fuel	Vehicle Use
VOLKSWAGEN	JETTA	SEDAN 4DR	2011	BLK	GAS	PRIVATE
Purchase Date	Odometer at Titling	Lien at Reg	EW	GW	GVWR	GCWR
03/03/11	826	ACTUAL	N	3162		
Unit #	Axles					
	2					

**DMV
DONE**

VW CREDIT LEASING LTD
C/O

YORKTOWN, VA

TOWN OF YORKTOWN

VRA 281
AD0676

DMV verifies insurance coverage of all registered vehicles. If you cancel your insurance, notify DMV and return the license plates. If you do not notify DMV, your driver's license will be suspended and all of your vehicle license plates will be cancelled.

This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.

CUT ALONG THIS LINE

Virginia law requires you to notify DMV if you sell, trade or dispose of your vehicle or if you change your address.

If Your Vehicle Has Been Sold, Traded or Disposed of:

SOLD/TRADED/DISPOSED OF DATE	VEHICLE WAS SOLD/TRADED/DISPOSED OF:
	☐ IN VIRGINIA ☐ OUT OF STATE (enter state name) _____

Mail this registration card to DMV, Attention Data Integrity, P.O. Box 27412, Richmond, Virginia 23269-0001

If You Are Changing Your Address - use one of the following methods to notify DMV.

- Visit the DMV website at www.dmvNOW.com, select Address Change and complete the online transaction.
- Visit the DMV website at www.dmvNOW.com, select Forms and Publications - form ISD-01, Address Change Request. Complete form and send to DMV, Attention Data Integrity, P.O. Box 27412, Richmond, Virginia 23269-0001
- Call DMV at (804) 497-7100 and a customer service representative will assist you.

After your address change request is processed, all DMV mail addressed to you, including vehicle registration renewal and driver's license renewal notices, will be sent to your new address.

If you change your residence/home or mailing address to a non-Virginia address your driver's license or photo ID card may be cancelled.

CUSTOMER #: 335070

502989

**Greenbrier
Volkswagen**

INVOICE

1248 South Military Hwy., Chesapeake, VA 23320
Telephone (757) 424-4689
Fax (757) 233-4127
www.greenbrierlynnhaven.com

YORKTOWN, VA

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 9349 Jason Kassis

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLACK	11	VOLKSWAGEN JETTA		3VWDX7AJ8BM			4927/4928		T2049
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
03MAR11 DD			18:00 03MAY11			0.00	CASH	03MAY11	
R.O. OPENED		CUSTOMER NOTIFIED		OPTIONS: STK:V10252 ENG:2.5 LITER TRN:AUTO					

08:40 03MAY11	13:58 03MAY11						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A 97V3/01

CAUSE:

97093199 CONVERTER BOX WIRING SAFETY RECALL

97V3/U9

9173 WVW3

1 5C0-971-321 HARNESS

(N/C)

(N/C)

FC:

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

*

4927 PERFORMED 97V3 CAMPAIGN. INSTALLED NEW UPDATED HANRESS. (1.1 HOURS)

C INITIAL ENGINE FOR LIFE INSPECTION

EFL INITIAL ENGINE FOR LIFE INSPECTION

9173 CR3V

9.95

9.95

4927 PERFORMED ENGINE FOR LIFE INSPEC. VEHICLE IS OK

D COURTESY VEHICLE CHECK

CAUSE:

WARRANTY WARRANTY NEEDS TO BOOKED

9173 WVW3

(N/C)

FC:

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

*

4927 PERFORMED COURTESY CHECK

E PERFORM VOLKSWAGEN MULTI-POINT INSPECTION

I PERFORM VOLKSWAGEN MULTI-POINT INSPECTION

MONDAY and FRIDAY
7:00 AM - 7:00 PM

SERVICE AND PARTS HOURS:

TUES., WED., THURS.
7:00 AM - 8:00 PMSATURDAY
8:00 AM - 2:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DEDUCTABLE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. ALL PARTS AND SERVICE ARE SOLD "AS IS". THIS IS A DISCLAIMER OF ANY IMPLIED WARRANTIES. DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED, AND THAT ANY DEFECT IN THIS LABOR WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THE REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM DATE OF REPAIR, WHICHEVER FIRST OCCURS.

I hereby authorize the repair work herein set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

X CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: 335070

502989

Greenbrier Volkswagen

INVOICE

1248 South Military Hwy., Chesapeake, VA 23320
Telephone (757) 424-4689
Fax (757) 233-4127
www.greenbrierlynnhaven.com

YORKTOWN, VA

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9349 Jason Kassis

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	11	VOLKSWAGEN JETTA	3VWDX7AJ8BM [REDACTED]		4927/4928	T2049

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR11 DD			18:00 03MAY11		0.00	CASH	03MAY11

R.O. OPENED CUSTOMER NOTIFIED OPTIONS: STK:V10252 ENG:2.5 LITER TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
9173			CR3V			0.00	0.00

4928 NO RECS AT THIS ITME. BE READY FOR 10K NEXT VISIT

PAID

CK. NO. _____

DATE _____

YOUR COMPLETE SATISFACTION IS OUR #1 GOAL. IF YOUR VW WAS HERE FOR A WARRANTY REPAIR YOU WILL RECEIVE A CALL FROM VW TO SURVEY YOUR VISIT. IF YOU FEEL YOU CANNOT GIVE US THE PASSING SCORE OF "10" OR YES TO ANY QUESTION PLEASE ASK TO SPEAK WITH MIRANDA GODFREY SO WE CAN ADDRESS YOUR CONCERNS TODAY.

SERVICE AND PARTS HOURS:

MONDAY and FRIDAY
7:00 AM - 7:00 PM

TUES., WED., THURS.
7:00 AM - 8:00 PM

SATURDAY
8:00 AM - 2:00 PM

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. ALL PARTS AND SERVICE ARE SOLD "AS IS". THIS IS A DISCLAIMER OF ANY IMPLIED WARRANTIES. DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED, AND THAT ANY DEFECT IN THIS LABOR WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THE REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM DATE OF REPAIR, WHICHEVER FIRST OCCURS.

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X CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	9.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	9.95
DEDUCTABLE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	9.95

CUSTOMER COPY

CUSTOMER #: 335070

503098

Greenbrier Volkswagen

INVOICE

1248 South Military Hwy., Chesapeake, VA 23320
Telephone (757) 424-4689
Fax (757) 233-4127
www.greenbrierlynnhaven.com

YORKTOWN, VA

PAGE 1

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 9349 Jason Kassis

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	11	VOLKSWAGEN JETTA	3VWDX7AJ8BM		5030/5032	T2095	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR11 DD			18:00 05MAY11		0.00	CASH	05MAY11
R.O. OPENED		CUSTOMER NOTIFIED	OPTIONS: STK:V10252 ENG:2.5 LITER TRN:AUTO				

16:20 04MAY11	11:16 05MAY11						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A 24 HOUR COURTESY RENTAL CAR (MUST BE RETURNED WITHIN 24 HOURS OR
ADDITIONAL FEES MAY APPLY)

24R 24 HOUR COURTESY RENTAL CAR (MUST BE RETURNED
WITHIN 24 HOURS OR ADDITIONAL FEES MAY
APPLY)

999 ISA (N/C)

SUBL RENT

PO#180129

ISA (N/C)

FC: 1161

B CUSTOMER SINCE RECALL WAS PERFORMED HORN IS BEEPING BY ITSELF
CAUSE:

WARRANTY WARRANTY NEEDS TO BOOKED

9173 WVW3 (N/C)

FC:

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

5032 CUSTOMER STATES HORN GOES OFF BY ITSELF. DUPLICATED CONCERN.
HIT THE HORN AN WAS WORKING FINE BUT WHILE DRIVING HORN WOULD GO OFF BY
ITSELF. LOOKED AT 97V3 CAMPAIGN WIRING AN CHECKED FUSE PANEL UNDER
DASH. REMOVED FUSES AN CHECKED WIRING. UPON INSPECTION I FOUND ONE OF
THE 3 WIRES IN THE FUSE PANEL LOOSE IN THE HOLE NOT STAYING CONNECTED
TO THE FUSE. ADJUSTED WIRE AN MADE SURE IT WAS TIGHT. REINSTALLED ALL
PARTS. CANNOT DUPLICATE THE ISSUE ANYMORE AT THIS TIME

C PERFORM VOLKSWAGEN MULTI-POINT INSPECTION
I PERFORM VOLKSWAGEN MULTI-POINT INSPECTION

9173 CR3V

SERVICE AND PARTS HOURS:

MONDAY and FRIDAY
7:00 AM - 7:00 PM

TUES., WED., THURS.
7:00 AM - 8:00 PM

SATURDAY
8:00 AM - 2:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DEDUCTABLE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. ALL PARTS AND SERVICE ARE SOLD "AS IS". THIS IS A DISCLAIMER OF ANY
IMPLIED WARRANTIES.
DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED, AND THAT ANY DEFECT IN THIS LABOR
WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THE REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM DATE OF
REPAIR, WHICHEVER FIRST OCCURS.
I hereby authorize the repair work herein set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to
operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby
acknowledged on above car or truck to secure the amount of repairs thereto.

X CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: 335070

503408



INVOICE

1248 South Military Hwy., Chesapeake, VA 23320
Telephone (757) 424-4689
Fax (757) 233-4127
www.greenbrierlynhaven.com

YORKTOWN, VA
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 9349 Jason Kassis

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	11	VOLKSWAGEN JETTA	3VWDX7AJ8BM		5270/5272	T2281
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
03MAR11 DD			18:00 17MAY11		0.00	CASH
R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: STK:V10252 ENG:2.5 LITER TRN:AUTO				
16:33 10MAY11	10:55 17MAY11					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES WHEN PUTTING TRUNK DOWN HORN CONSTANTLY GOES OFF ON
CAUSE: ITS OWN, THIS IS THE 3RD TIME HAVING TO BRING VEH BACK
WARRANTY WARRANTY NEEDS TO BOOKED
217 WVW3 (N/C)
1 N-104-301-03 BOLT (N/C)

FC:
PART#:
COUNT:
CLAIM TYPE:
AUTH CODE:
*
5272 REPAIRED WIRING TO J519 TESTED OK OPERATING AS DESIGNED

B PERFORM VOLKSWAGEN MULTI-POINT INSPECTION
I PERFORM VOLKSWAGEN MULTI-POINT INSPECTION
217 CR3V 0.00 0.00
5272 COMPLETED

C 24 HOUR WARRANTY RENTAL CAR (MUST BE RETURNED WITHIN 24 HOURS OR
ADDITIONAL FEES MAY APPLY)
CAUSE:
24W 24 HOUR WARRANTY RENTAL CAR (MUST BE RETURNED
WITHIN 24 HOURS OR ADDITIONAL FEES MAY
APPLY)
999 WVW3 (N/C)

FC:
PART#:
COUNT:
CLAIM TYPE:
AUTH CODE:
*
SUBL RENTAL CAR
PO#180229

SERVICE AND PARTS HOURS:	MONDAY and FRIDAY 7:00 AM - 7:00 PM	DESCRIPTION	TOTALS
	TUES., WED., THURS. 7:00 AM - 8:00 PM	LABOR AMOUNT	
	SATURDAY 8:00 AM - 2:00 PM	PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		DEDUCTABLE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. ALL PARTS AND SERVICE ARE SOLD "AS IS". THIS IS A DISCLAIMER OF ANY IMPLIED WARRANTIES. DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED, AND THAT ANY DEFECT IN THIS LABOR WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THE REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM DATE OF REPAIR, WHICHEVER FIRST OCCURS. I hereby authorize the repair work herein set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

X CUSTOMER SIGNATURE

CUSTOMER #: 335070

503408

**Greenbrier
Volkswagen**

INVOICE

1248 South Military Hwy., Chesapeake, VA 23320
Telephone (757) 424-4689
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YORKTOWN, VA

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9349 Jason Kassis

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLACK	11	VOLKSWAGEN JETTA		3VWDX7AJ8BM			5270/5272		T2281
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
03MAR11 DD			18:00 17MAY11			0.00	CASH	17MAY11	

R.O. OPENED CUSTOMER NOTIFIED OPTIONS: STK:V10252 ENG:2.5 LITER TRN:AUTO

16:33 10MAY11 10:55 17MAY11

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

WVW3

(N/C)

FC: 9275

YOUR COMPLETE SATISFACTION IS OUR #1 GOAL. IF
YOUR VW WAS HERE FOR A WARRANTY REPAIR YOU
WILL RECEIVE A CALL FROM VW TO SURVEY YOUR
VISIT. IF YOU FEEL YOU CANNOT GIVE US THE
PASSING SCORE OF "10" OR YES TO ANY QUESTION
PLEASE ASK TO SPEAK WITH MIRANDA GODFREY
SO WE CAN ADDRESS YOUR CONCERNS TODAY.

*Customer*

The Biggest and Best Certified VW Marketplace

SERVICE AND PARTS HOURS:

MONDAY and FRIDAY
7:00 AM - 7:00 PM

TUES., WED., THURS.
7:00 AM - 8:00 PM

SATURDAY
8:00 AM - 2:00 PM

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. ALL PARTS AND SERVICE ARE SOLD "AS IS". THIS IS A DISCLAIMER OF ANY IMPLIED WARRANTIES. DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED, AND THAT ANY DEFECT IN THIS LABOR WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THE REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM DATE OF REPAIR, WHICHEVER FIRST OCCURS. I hereby authorize the repair work herein set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

X CUSTOMER SIGNATURE _____

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
DEDUCTABLE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



www.caseyauto.com

SERVICE INVOICE

CASEY IMPORTS
777 J. CLYDE MORRIS BOULEVARD
NEWPORT NEWS, VA 23608
757-988-1236
M-F 7:00-6:00 SAT 7:00-5:00

CUSTOMER No. 353096	ADVISOR CHRISTOPHER GRIER	TAG No. 1102	INVOICE DATE 10/07/11	INVOICE No. VWCS441381
[REDACTED] YORKTOWN, VA	LABOR RATE	LICENSE No. [REDACTED]	MILEAGE 10,802	COLOR BLACK/
	YEAR / MAKE / MODEL 11/VOLKSWAGEN/JETTA SEDAN/4DR AUTO S			DELIVERY DATE
	VEHICLE I.D. No. 3 V W D X 7 A 1 8 B M			DELIVERY MILES
	F. T. E. No.			SELLING DEALER NO.
	P.O. No.			PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	R.O. DATE 10/07/11		
COMMENTS				

MO: 10802

LABOR & PARTS	
J# 1 21VWZ	*INTERIOR TECH(S):1364 82 WARRANTY
CUST STATES THE CENTER CONSOLE IS LOOSE - CHECK AND ADVISE FOUND LOWER CONSOLE PANEL ON DRIVER SIDE TO BE LOOSE. INSTALLED PANEL BACK IN PLACE 01320021. 812	
JOB # 1 TOTAL LABOR & PARTS 0.00	
J# 2 13VWZ	*SWITCH, LAMP, WIRE TECH(S):1364 82 WARRANTY
CUST STATES THE HORN WILL BLOW RANDOMLY WHILE THE VEHICLE IS SHUT OFF - CHECK AND ADVISE CHECKED SYSTEM FOR FAULTS. NO PROBLEMS FOUND AND COULD NOT DUPLICATE COMPLAINT 01320021. 812.	
JOB # 2 TOTAL LABOR & PARTS 0.00	
J# 3 35VWZZ-28PT	*27PT INSPECTION TECH(S):1364 82 0.00
OWNER REQUESTS A 28 POINT VEHICLE INSPECTION 30 Point Inspection A11	
JOB # 3 TOTAL LABOR & PARTS 0.00	
J# 4 09VWZZ-FLAT	*RPR FLAT/LEAK TIRE TECH(S):1364 82 INTERNAL
LEFT REAR LEFT REAR TIRE REPAIRED WITH TIRE PATCH	
JOB # 4 TOTAL LABOR & PARTS 0.00	
J# 5 31VWZZ-COURTESY	*COURTESY CAR WASH TECH(S):935 INTERNAL
DRIVE THOUGH CAR WASH AND VACUUM CAR INTERIOR COMPLETE VEHICLE CLEANING HAS BEEN PERFORMED AS A COURTESY OF THE SERVICE DEPT.	
JOB # 5 TOTAL LABOR & PARTS 0.00	

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$18.95 (+TAX)

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []



www.caseyauto.com

SERVICE INVOICE

CASEY IMPORTS
777 J. CLYDE MORRIS BOULEVARD
NEWPORT NEWS, VA 23608
757-988-1236
M-F 7:00-6:00 SAT 7:00-5:00

CUSTOMER No.	353096	ADVISOR	CHRISTOPHER GRIER	1102	TAG No.	6013	INVOICE DATE	10/31/11	INVOICE No.	VWCS447922
		LABOR RATE		LICENSE No.		MILEAGE	11,950	COLOR	BLACK/	STOCK No.
		YEAR / MAKE / MODEL	11/VOLKSWAGEN/JETTA SEDAN/4DR AUTO S							
		VEHICLE I.D. No.	3 V W D X 7 A 1 8 B M							
		F.T.E. No.		P.O. No.			R.O. DATE	10/31/11		
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS						

MO: 11950

LABOR & PARTS

J# 1 24VWZ *ACCESSORIES TECH(S): 1364 82 WARRANTY
CUSTOMER STATES HORN IS STILL BLOWING ON ITS OWN PLEASE INSPECT
SCANNED SYSTEM VIA GFF. NO CODES STORED RELEVANT TO CONCERN DESCRIBED. CONTACT VW TECHLINE FOR FURTHER INPUT CASE #821037. FURTHER RESEARCH SHOWS THAT VEHICLE IS NOT EQUIPPED WITH AN ALARM "ANTI-THEFT" SYSTEM BUT ONLY HONKS HORN WHEN LOCKED OR WHEN PANIC BUTTON ON REMOTE IS PRESSED. VEHICLE IS OPERATING AS DESIGNED AT THIS TIME. RELEASING VEHICLE TO CUSTOMER. 82

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 35VWZZ-28PT *27PT INSPECTION TECH(S): 1364 82
OWNER REQUESTS A 28 POINT VEHICLE INSPECTION
30 Point Inspection All

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 31VWZZ-COURTESY *COURTESY CAR WASH TECH(S): 935 INTERNAL
DRIVE THOUGH CAR WASH AND VACUUM CAR INTERIOR
COURTESY CLEAN / WASH COURTESY CAR CLEANING

JOB # 3 TOTAL LABOR & PARTS 0.00

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

COMMENTS
DROPOFFTONIGHT.C.SG.102711-CONFIRMED

TOTALS

You may be receiving a survey within the next few weeks regarding your service visit today. Surveys are vital to the success of our business. Please take a moment to complete the survey and send it in. We use the feedback from these surveys to address concerns and to recognize service personnel for their efforts in satisfying your service needs. We hope you had an EXCELLENT experience in our service department today. Thank you for allowing us to be of service. We appreciate your business and look forward to your next scheduled visit approximately 90 days from today. You will be receiving a reminder prior to the appointment.

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

CUSTOMER SIGNATURE

[] CASH [] CHECK CK NO. []
[] CREDIT [] DEBIT OTHER []

Volkswagen Credit
Contact us at (800) 428-4034

Motor Vehicle Lease Agreement



APPROVAL NO. 6767006	LESSOR NAME AND BUSINESS ADDRESS GREENBRIER VW LLC 1248 S MILITARY HWY CHESAPEAKE, VA 23320 757-424-4689 DEALER NUMBER: 409449	LESSEE(S) NAME AND BILLING ADDRESS(ES) [REDACTED] YORKTOWN VA [REDACTED] COUNTY:
BULLETIN NO. (for internal use only)		
LEASE DATE 03/03/2011		
Lessee Billing Address (if different from above) STREET ADDRESS, CITY, STATE, ZIP CODE AND COUNTY		Primary Residential Address (if different from above) STREET ADDRESS, CITY, STATE, ZIP CODE AND COUNTY

"You", (the "Lessee" and "Co-Lessee", if applicable) agree to lease from Lessor the following Vehicle. If more than one Lessee executes this Lease, each Lessee will be individually liable for the entire amount owing under this Lease. Lessor will assign this Lease and leased Vehicle to VW Credit Leasing, Ltd., or its assignee (the "Holder").

Description of Leased Vehicle						
YEAR 2011	MAKE VOLKSWAGEN	MODEL JETTA	BODY STYLE SD	VEHICLE IDENTIFICATION NUMBER 3VWDX7AJ88H	ODOMETER READING 826	☒ NEW ☐ USED ☐ DEMO
Primary use of Vehicle is for Personal, Family or Household purposes unless the following box is checked: ☐ Primary use of Vehicle is for Business, Commercial or Agricultural purpose						

YOUR PAYMENT CALCULATIONS			
1 Amount Due at Lease Signing or Delivery (Itemized below) \$ 2886.46	2 Monthly Payments A. Your first Monthly Payment of \$ 386.46 is due 03/03/2011 followed by 47 payments of \$ 386.46 due on the 10TH of each month, beginning on 04/10/2011. B. The total of Your Monthly Payments is \$ 18550.08	3 Other Charges (Not part of Your Monthly Payment) A. Turn-in Fee (If You do not purchase the Vehicle) \$ 350.00 B. \$ N/A C. Total \$ 350.00	4 Total of Payments (The amount You will have paid by the end of the Lease) \$ 21400.08 (Section 1 plus Section 2(B) plus Section 3(C) minus Section 6(A)(3) minus Section 6(A)(9))

5 Itemization of Amount Due at Lease Signing or Delivery A. Amount Due at Lease Signing or Delivery: 1. Capitalized Cost Reduction \$ 2500.00 2. Taxes on Capitalized Cost Reduction N/A 3. First Monthly Payment 386.46 4. Refundable Security Deposit N/A 5. Acquisition Fee N/A 6. Title Fees N/A 7. Registration Fees N/A 8. License Fees N/A 9. Sales Tax N/A 10. N/A 11. N/A 12. N/A 13. N/A 14. N/A 15. Total \$ 2886.46 B. How the Amount Due at Lease Signing or Delivery will be Paid: 1. Net Trade-in Allowance \$ N/A 2. Rebates and Noncash Credits N/A 3. Amount to be Paid in Cash 2886.46 4. Amount to be Paid by Credit Card N/A 5. Total \$ 2886.46	6 Your Monthly Payment is Determined as Shown Below: A. Gross Capitalized Cost. The agreed upon value of the Vehicle (\$ 24150.00) and any items You pay over the Lease Term (such as taxes, fees, service contracts, insurance, and any outstanding prior credit or lease balance) \$ 27364.84 B. Capitalized Cost Reduction. The amount of any Net Trade-in Allowance, Rebate, Noncash Credit, or Cash You pay that reduces the Gross Capitalized Cost 2500.00 C. Adjusted Capitalized Cost. The amount used in calculating Your Base Monthly Payment 24864.84 D. Residual Value. The value of the Vehicle at the end of the Lease used in calculating Your Base Monthly Payment 9959.00 E. Depreciation and any Amortized Amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term 14905.84 F. Rent Charge. The amount charged in addition to the Depreciation and any Amortized Amounts 3644.24 G. Total of Base Monthly Payments. The Depreciation and any Amortized Amounts plus the Rent Charge 18550.08 H. Lease Payments. The number of payments in Your Lease (the number of months in Your Lease ("Lease Term")) 48 I. Base Monthly Payment 386.46 J. Monthly Sales/Use Tax N/A K. N/A L. Total Monthly Payment ("Monthly Payment") \$ 386.46
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Early Termination. You may have to pay a substantial charge if You end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier You end the Lease, the greater this charge is likely to be.

7 Excessive Wear and Use. You may be charged for Excessive Wear based on our standards for normal use and for mileage in excess of 50,000 miles for the Lease Term with a maximum odometer reading of 60826 at a rate of \$0.15 per mile. You will not receive a credit or rebate if You drive the Vehicle for less mileage than allowed. ☐ If box is checked, above mileage includes N/A miles over the Lease Term purchased at \$0. N/A per mile, which is included in Your Monthly Payment. X ☒ LESSEE INITIALS X CO-LESSEE INITIALS

8 Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease Term for a Purchase Option Amount of \$ 9959.00 plus a Purchase Option Fee of \$ 350.00 plus all amounts You owe under the Lease, plus any official fees and taxes imposed in connection with the purchase of the Vehicle.

9 Other Important Terms. See the front and back of this Lease for additional information on Early Termination, Purchase Options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interests, if applicable.

Notice: If you do not meet your Lease obligations, you may lose the Vehicle.
AK, OR, and SD Notice: If this Lease is for a consumer purpose, then this Lease is CONSUMER PAPER.

10 Itemization of Gross Capitalized Cost A. Agreed Upon Value of the Vehicle \$ 24150.00 B. Outstanding Prior Credit or Lease Balance \$ N/A C. Service Contract \$ N/A D. Acquisition Fee \$ 625.00 E. Sales Tax \$ 782.19 F. Initial License, Title and Registration Fees \$ N/A G. GR CAP TAX/MV \$ 457.50 H. \$ N/A I. ETCHING \$ 999.00 J. DENT PROTECTION \$ 299.00 K. GROSS RECEIPTS TAX \$ 52.15 L. Gross Capitalized Cost \$ 27364.84	12 Estimated Official Fees and Taxes. The total estimated amount You will pay during the Lease Term for official fees, vehicle registration, certificate of title, license fees and taxes, including personal property tax, whether included with Your Monthly Payment or assessed otherwise, is \$ 3540.43. The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the Vehicle at the time a fee or tax is assessed. 13 Warranties. This Vehicle is covered by a limited warranty or extended warranty if indicated below: ☒ Standard New Vehicle Limited Warranty provided by the manufacturer. ☐ Used Vehicle Limited Warranty provided by the manufacturer. ☐ Remainder of Standard New Vehicle Limited Warranty provided by the manufacturer (if used Vehicle). You acknowledge that You are leasing the Vehicle from Lessor "AS-IS". EXCEPT AS EXPRESSLY PROVIDED UNDER THIS LEASE, LESSOR MAKES NO PROMISE AS TO THE MERCHANTABILITY, SUITABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OF THE VEHICLE. This means that there is no promise that the Vehicle will be fit for use for any particular purpose or even that it will be fit for the normal purpose for which a vehicle is used. If this Lease is signed in Kansas, Maine, Massachusetts, Mississippi, Vermont (if Vehicle is new) or West Virginia, Lessor does not exclude any implied warranty of merchantability or fitness for any particular purpose. 14 Insurance Verification. You must maintain the insurance coverage described in the Vehicle Insurance paragraph. You affirm that such insurance is in force on the date of this Lease; insurance details are as follows: My Insurance Company: STATE FARM INS Policy Number: [REDACTED] Effective Date: 03/07/2011 Expiration Date: 09/17/2011 Agent's Name: BOO WILLIAMS Agent's Address: 1929 COLISEUM DRIVE HAMPTON VA 23666-4245 Phone Number: 757-825-1490 Initials of Dealer Employees who verified insurance coverage x [Signature] Agency Contact Name and Title: [Signature] You must instruct your Agent to send the Policy, Endorsement or Certificate to: VOLKSWAGEN CREDIT, P.O. BOX 47377, ATLANTA, GA 30362
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11 Service Contract. Although You are not required to do so, You agree to purchase a contract for certain services and repairs of the Vehicle, if initiated below. The term of this protection will be months from the Lease Date or from the date of Vehicle delivery or until the Vehicle's odometer shows miles, whichever occurs first. If You have decided to purchase this protection, You have reviewed the terms of the contract which describe the details of this protection and understand a copy of the completed contract will be sent to You as soon as practicable.

NAME AND ADDRESS OF SERVICE CONTRACT PROVIDER [REDACTED]	You choose to purchase a Service Contract for \$ N/A and pay for it during the Lease Term as part of the Monthly Payment; or You have paid cash for the Service Contract.
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VEHICLE INSURANCE

15 Vehicle Insurance

You must insure the Vehicle during the Lease Term. This insurance must be acceptable to Holder and protect You and Holder with (A) comprehensive, fire and theft coverage with a maximum deductible amount of \$750, and (B) collision coverage with a maximum deductible of \$750, and (C) automobile liability insurance with minimum limits for bodily injury or death of \$100,000 for any one person and \$300,000 for any one accident, and \$50,000 for property damage, or \$300,000 combined single limit, and (D) uninsured motorist coverage as required by the law of the state in which the Vehicle is registered. Your insurance policy must name Holder as loss payee on coverages (A) and (B) and

provide Holder with the primary coverage as an additional insured on coverages (C) and (D). You must give Holder evidence of this insurance. You authorize Holder on Your behalf, to receive and endorse checks or drafts, and settle or release any claim under the insurance related to Holder's ownership of the Vehicle. You also assign to Holder any other insurance proceeds related to this Lease or Holder's interest in the Vehicle. LESSOR IS NOT PROVIDING VEHICLE INSURANCE OR LIABILITY INSURANCE. The insurance policy, endorsement letter, or certificate of insurance must provide for no less than 30 days notice of any cancellation or reduction in coverage.

The insurance listed above is required in connection with this Lease. You have the option of providing the required insurance through an existing policy of insurance owned or controlled by You or through a policy paid for by You and obtained from any insurance company authorized to transact business in the state in which this Lease was signed. Holder may for reasonable cause decline the insurance provided by You.

VEHICLE USE AND MAINTENANCE

16 Vehicle Use and Registration

You agree not to use or permit the Vehicle to be used for any unlawful purposes, for hire or for rent. You agree not to use or permit the Vehicle to be removed from the United States without Holder's prior approval. You will not let an unlicensed, uninsured or excluded driver drive the Vehicle. You will not use or permit the Vehicle to be used to pull trailers or to alter or install equipment without Holder's prior written consent, or install equipment that renders the Vehicle unsafe or unlawful to operate, and You will remove this equipment at Your own expense. You will arrange and pay for the renewal registration and provide a copy to Holder. You will register the Vehicle, as required in the state where the Vehicle is garaged and pay for all license, title, and registration costs. If You move or change the Vehicle garaging address, You will notify Holder immediately and pay for all resulting taxes and title, registration, or other fees.

17 Maintenance and Repair

You agree to maintain and service the Vehicle during the Lease in accordance with the manufacturer's recommendations found in Your owner's manual. You shall pay maintenance costs not covered by the manufacturer's limited warranty. You will use original equipment manufacturer's parts or those of equal value in the maintenance and service of the Vehicle. You will maintain and keep in the Vehicle a record of all maintenance performed on the Vehicle. This maintenance record will be available to Holder at any time, and will be provided to Holder at the end of Your Lease. You will not make any change to the Vehicle without Holder's prior written consent. Holder may inspect the Vehicle upon request.

LATE CHARGES, LOSS OF VEHICLE AND DEFAULT

18 Late Charges and Returned Instrument Charge

If all or any portion of any Monthly Payment is not received within 10 days after its due date, You will pay a Late Charge of \$25, if allowed by state law. If You sign this Lease in Kansas the late charge will be the lesser of 5% of the late payment amount or \$25. You also agree to pay a Returned Instrument Charge of \$15 for any check, instrument or electronic funds debit which is returned unpaid for any reason, if allowed by state law. If You sign this Lease in Maine, the Late Charge will not exceed \$10 and will only be due if all or any portion of a Monthly Payment is not received within 15 days of the due date. If You sign this Lease in Iowa, a Late Charge will not be assessed, if You sign this Lease in Colorado, the Late Charge will not exceed \$15.00 and will only be due if all or any portion of a Monthly Payment is not received within 15 days of the due date.

Discuss this requirement with Your insurance company prior to signing a repair estimate or before authorizing any repair work.

20 Waiving of GAP Amount

If the Vehicle is declared a total loss by Your insurance carrier, regardless of cause, Holder has the option of terminating the Lease or replacing the Vehicle with another Vehicle in kind. If Holder terminates the Lease, Holder will accept the insurance loss proceeds received as satisfaction of Your Early Termination Liability if (A) You have complied with the insurance requirements, (B) paid the deductible, and (C) kept all Your other promises under the Lease (including making required Lease payments while awaiting an insurance settlement).

21 Default and Remedies

A. Default: You will be in Default if (1) You fail to make any payment when due; (2) You fail to maintain the required insurance; (3) You file for bankruptcy; (4) the Vehicle is seized; (5) You have provided false or misleading information in Your credit application for this Lease; (6) upon Your death or incapacity; (7) if You are a corporation, upon Your dissolution; (8) You fail to keep any other agreement in the Lease. Your Default liability will be calculated as set forth in the paragraph covering Early Termination. B. Remedies: If You Default, Holder may end the Lease and take the Vehicle back in accordance with state law. Holder may go onto Your property to peacefully repossess the Vehicle. Holder's repossession will not release You from Your Lease obligations. You will pay costs, expenses and reasonable attorneys' fees which Holder incurred to obtain, hold, and sell the Vehicle, collect amounts due and enforce Holder's rights under this Lease to the extent permitted by law.

PURCHASE OPTION AND ENDING YOUR LEASE

22 Excessive Wear and Use

You agree to pay Holder for the amount it would cost to make all repairs to the Vehicle that are not the result of normal wear and use whether or not Holder, in its sole discretion, actually makes the repairs. Repairs or replacement parts, including tires, must be made with original equipment manufacturer's parts or those of equal quality. Retread tires are not acceptable. These costs include, but are not limited to, the amount it would cost to:

- Repair: (1) inoperative electrical or mechanical parts including power accessories; (2) any and all dents, dings, scratches, chips or rusted areas on any body or trim part; (3) gouges or tears through bumper covers, broken or dented grilles; (4) mismatched paint or any mark left by special identification or markings or modifications anywhere on or in the Vehicle; (5) seats, seat belts, headlining, door panels or carpeting which is torn, worn, stained, burned or damaged.
- Replace: (1) cracks, scratches, pits or chips to windshields with glass that permits VIN visibility, windows, headlamp lenses or sealed beams, taillight assemblies; (2) any tire not part of a matching set of five tires of the same brand, size and quality (or four with an emergency "donut") spare if initially so equipped); any tire with less than 1/8 inch of tread remaining at the shallowest point or any tire with gouged, cut, torn or plugged sidewalls; or (3) any missing parts, accessories and adornments, including bumpers, ornamentation, serials, hubcaps, rear view mirrors, radio and stereo components or spare tire.

B. If You exercise the Purchase Option at Scheduled Termination, the Purchase Price will be:

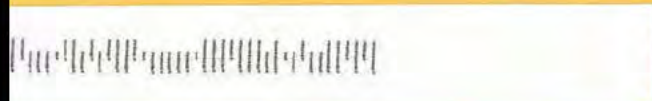
- The Purchase Option Amount; plus
- The Purchase Option Fee; plus
- All amounts You owe under the Lease; plus
- Any official fees and taxes imposed in connection with the purchase.

NOTICE: You are hereby notified that (1) VW Credit Leasing, Ltd. has assigned to VCI Account Services, LLC its rights under the Lease to acquire the Vehicle; and (2) VW Credit Leasing, Ltd. has assigned its rights to VCI Account Services, LLC, under the Lease to sell the Vehicle if the Vehicle is subsequently purchased from VW Credit Leasing, Ltd. None of VW Credit Leasing, Ltd. obligations have been assigned.

26 Early Termination

- Your Right to Terminate Early.** You may terminate this Lease, except where provided in the Scheduled Termination paragraph, prior to the end of the Lease Term if You are not in Default. You promise to return the vehicle to a reasonable location selected by Holder, and to complete and return a signed Odometer Statement. If You do not exercise Your Purchase Option, the charge for such Early Termination is the Early Termination Liability set forth below.
- Holder's Right to Terminate Early.** Holder may terminate this Lease prior to the end of the Lease Term if You are in Default. If You do not exercise Your Purchase Option upon such termination, Holder will be entitled to the Early Termination Liability set forth below.
- Early Termination Liability.** The Early Termination Liability is calculated as follows:
 - The Turn-In Fee; plus
 - Any past due Monthly Payments and any other amounts due; plus
 - Any Official Fees and Taxes imposed upon Early Termination; plus
 - The costs of ret

Yorktown, VA



U.S. Department of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation, NHTSA - 310
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

