U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received APR 19 2012
28-FEB-2012

Repository ☐

Reference No. 10449528

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City CUMMINGS | State GA | Zip Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number

E-mail Address

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	Model Year
1VWBPTA3XEC[redacted]	VOLKSWAGEN	PASSAT	2012

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
1-2-12	GUNTHER-			5	GAS
Original Owner ☒	Dealer's City BUFORD	State GA	Zip Code 30519		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☒ Antilock Brakes ☒ Cruise Control	AUTOMATIC	YES	02-JAN-2012 CONTINUOUS

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL	Failure Mileage	Failure Speed
	10 TO CURRENT	5-60

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: DOTMAL9ABC036)	☐ 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	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2012 VOLKSWAGEN PASSAT. THE CONTACT STATED THAT WHEN THE ACCELERATOR PEDAL WAS DEPRESSED, THE VEHICLE WOULD HESITATE BEFORE ACCELERATING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE DEALER ADVISED THE CONTACT THAT THE FAILURE WAS COMMON, BUT THERE WAS NOTHING THAT COULD BE DONE TO FIX THE PROBLEM. THE DEALER TEST DROVE ANOTHER VEHICLE OF THE SAME YEAR AND MODEL AND THE FAILURE ALSO OCCURRED IN THE TEST VEHICLE. THE CONTACT STATED THAT THE FAILURE WOULD ONLY OCCUR INTERMITTENTLY. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 10 AND THE CURRENT MILEAGE WAS 3,500.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

I HAVE FOUND THAT WHEN USEING MY LEFT FOOT TO BRAKE THAT IT SEEMS TO CONFUSE THE "DRIVE BY WIRE" ACCELERATOR. THIS OCCOURS MOSTLY AT LOW SPEED WHEN STARTING TO ACCELERATE. THE DELAY CAN BE 3-4 SECONDS - WHEN USING MY RIGHT FOOT TO BRAKE THE PROBLEM DOES NOT OCOUR. IT CAN BE VERY SCARY IF YOU ARE NOT EXSPECTING THE DELAY AND I BELIEVE SHOULD BE CORRECTED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

I AM GOING TO TELL THE MANUFACTURE WHAT I THINK IS THE PROBLEM

[redacted]

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

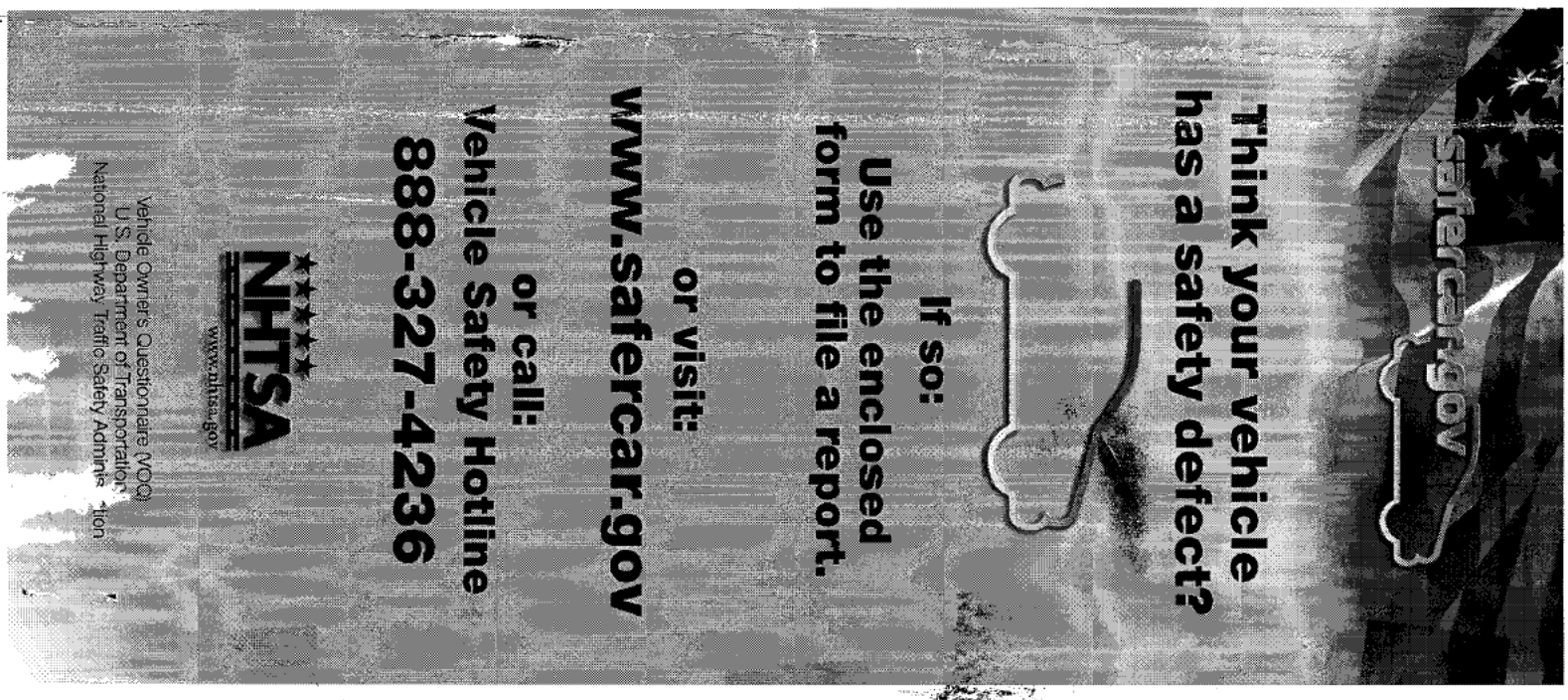
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

[redacted]

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



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INVOICE

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Gunther VOLKSWAGEN MALL OF GEORGIA
3711 BUFORD DR., BUFORD, GA 30519
SERVICE (678) 745-9920 · FAX (678) 745-9925
E-MAIL: service@gunthervwbuford.com
www.gunthervwbuford.com

[redacted]
[redacted]
CUMMING, GA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1057 MATT WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
REFLEX SIL	12	VOLKSWAGEN PASSAT	1VWBP7A3XCC[redacted]		3001/3005	T4849

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN12 DD			WAIT 17FEB12		0.00	CASH	17FEB12

R.O. OPENED	READY	OPTIONS:
07:32 17FEB12	09:37 17FEB12	STK:V12678 DLR:405110 ENG:2.5_Liter_F.I. TRN:AT

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE ENGINE WILL NOT REPSOND (FLAT SPOT) ON ACEL AFTER SLOWING DOWN TO A ROLLING STOPAND THEN ACEL ENGINE WILL NOT RESPOND. CUSTOMER WOULD ALSO LIKE TRANS FLUID TO BE CHECKED AS WELL			
01 GENERAL REPAIR			
1043 C		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
,,,,3005 TEST DROVE AND COULD NOT DUPLICATE ANY DRIVABILITY CONCERN.			
,,,,CHECKED FOR FAULTS USING GFF AND NO FAULTS ARE STORED IN ANY MODULES.			
,,,,TRANSMISSION FLUID LEVEL MUST BE CHECKED WHEN DRIVETRAIN IS COLD. FLUID			
,,,,TEMPERATURE IN TRANSMISSION MUST BE BELOW 30 DEGREES CELCIUS.			
**********			
B PERFORM 29 POINT COURTESY INSPECTION			
29PT PERFORM 29 POINT COURTESY INSPECTION			
1043 CVW		0.00	0.00
PARTS: 0.00 LABCR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C RECALL 72D9			
CAUSE: 72D9			
01830099 INSPECT PASSENGER SEAT TRACK AND NO WORK			
REQ			
1043 WVW3			(N/C)
FC: 72D999 WWO			
PART#:			
COUNT:			
CLAIM TYPE: 710			
AUTH CODE:			
01830			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
,,,,3005 PASSENGER SEAT CLIPS ALREADY INSTALLED			
**********			

IF YOU HAVE ANY QUESTIONS REGARDING YOUR SERVICE INVOICE, PLEASE CONTACT YOUR SERVICE ADVISOR AND THEY WILL BE HAPPY TO ASSIST YOU.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

X CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

CUSTOMER COPY

202832

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INVOICE

PAGE 1

Gunther VOLKSWAGEN MALL OF GEORGIA
3711 BUFORD DR., BUFORD, GA 30519
SERVICE (678) 745-9920 · FAX (678) 745-9925
E-MAIL: service@gunthervwbuford.com
www.gunthervwbuford.com

[redacted]
[redacted]
CUMMING, GA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1057 MATT WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
REFLEX SIL	12	VOLKSWAGEN PASSAT	1VWBP7A3XC[redacted]		828/831	T4522

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN12 DD			WAIT 13JAN12		0.00	CASH	13JAN12

R.O. OPENED	READY	OPTIONS:
07:22 13JAN12	08:46 13JAN12	STK:V12678 DLR:405110 ENG:2.5_Liter_F.I. TRN:AT

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUSTOMER STATES CAR SEEMS TO HESITATE UNDER ACEL , AS YOU PUSH ACEL PEDAL FURTHER DONE CAR SUDDENS TO TAKE OFF. CHECK AND REPORT
CAUSE: NO PROBLEM FOUND
01 GENERAL REPAIR
1017 C 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

,,,,831 NO PROBLEM FOUND DURING TEST DRIVE FOUND VEHICLE PREFORMED AS
,,,,DESIGNED, SCANNED FOR FAULTS CODES AND FOUND NO IN THE ENGINE COMPUTER
,,,,OR TRANSMISSION

****

B PERFORM COURTESY VEHICLE INSPECTION - CHECK & ADJUST TIRE PRESSURES, TOP OFF ALL UNDER HOOD FLUIDS, CHECK BELTS & HOSES, CLEAN AND CHECK WIPERS, CHECK INTERIOR & EXTERIOR LIGHTS
CAUSE: COURTESY CHECK
01100000 COURTESY VEHICLE CHECK
1017 WVW3 (N/C)
FC: 011055 TX2
PART#:
COUNT:
CLAIM TYPE: 1MA
AUTH CODE:
01100
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

,,,,831 COURTESY CHECK TEST DROVE VEHICLE, TOPPED OFF FLUIDS, CHECKED
,,,,LIGHTS, CHECKED BATTERY, CHECKED TIRE PRESSURES

****

C COMPLIMENTARY WASH AND VACUUM - Includes Exterior Wash, Interior vacuum and Chamois dry
CAUSE: COMPLIMENTARY WITH ANY SERVICE OR REPAIR
SERWAS COMPLIMENTARY WASH AND VACUUM - Includes Exterior Wash, Interior vacuum and Chamois dry

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CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

X CUSTOMER SIGNATURE

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

CUSTOMER COPY