



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: 20-AUG-2013
Repository:
Reference No.: 10536255

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: PALM HARBOR State: FL Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3VWRF31YX8M [Redacted]
Make: VOLKSWAGEN Model: BEETLE Model Year: 2008
Date Purchased: 3-28-2009 Dealer's Name and Telephone Number: LOKEY VW (727) 799-2151 Engine: No. Cylinders: Fuel Type: unleaded (regular)
Original Owner: Dealer's City: Clearwater State: FL Zip Code: 33764
Transmission Type: automatic Antilock Brakes: Powertrain: Multiple Failure: CONV top + rear glass window Incident Date(s): 01-FEB-2013 onset
Cruise Control:

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY Failure Mileage: 14520 Failure Speed: N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/65R15):
DOT No. (Example: DOTM19ABC036): Original Equipment 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: Yes No Fire: Yes 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 2008 VOLKSWAGEN BEETLE. THE CONTACT STATED THAT THE REAR WINDOW ADHESIVE ON THE CONVERTIBLE TOP BECAME SEPARATED. THE FAILURE CAUSED THE GLASS TO SEPARATE AND THE ROOF FABRIC TO HANG. THE CONTACT WAS CONCERNED THAT THE GLASS MAY FRACTURE WHILE DRIVING. THE MANUFACTURER ADVISED THAT THE VEHICLE WAS NOT INCLUDED NHTSA CAMPAIGN NUMBER 08V036000 (STRUCTURE). THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 14,520 AND THE APPROXIMATE CURRENT MILEAGE WAS 14,600.

Since this report date, vehicle was repaired in Sept. 2013. Please see additional enclosed documents and photos.

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.

3-18-2014

March 18, 2014

From:

[REDACTED]
Palm Harbor, FL [REDACTED]
Phone: [REDACTED]

*24 photos and
paperwork copies
included*

To: U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
West Building
Washington, DC 20590
888-327-2361

Re: Vehicle Owner's Questionnaire
Reference No. 10536255
2008 VW Beetle convertible

Dear Sir or Madam:

I contacted your office back on Aug 20, 2013 about the above referenced vehicle safety issue. I am chronically ill and am just now returning the signed verified VOQ (Vehicle Owner's Questionnaire). I am also enclosing several photographs of my vehicle safety concern in addition to other information I think is pertinent. Included in this communication is a list of facts described: (please refer to enclosed paperwork)

1. **March 28, 2009** Date vehicle was purchased from Lokey VW in Clearwater, FL. Vehicle was purchased as "NEW" even though the 2008 VW Beetle had 6,286 miles logged on the odometer.
2. **2008 VW Beetle Convertible VIN# WRF31YX8M** [REDACTED] Vehicle has been serviced at Lokey VW in Clearwater, Florida since the purchase date, 3-28-2009. A "Maintenance Plan" was purchased at the same time the vehicle was purchased; both the vehicle and the "Maintenance Plan" were purchased at the same time from Lokey VW. ALL recommended service has been completed by Lokey VW at the time frame it was recommended.
3. **March of 2013** Date of first communication to local car dealership about safety concern by phone in March of 2013.
4. **July 16, 2013** Estimate of repair for loose back rear glass window, \$3,500. (*per Lokey*)
5. **July 16, 2013** Mileage at time of defect estimate, 14,520.
6. **July 16, 2013** Vehicle taken to: Lokey VW
27850 US Hwy. 19 North
Clearwater, FL 33761

[REDACTED] 3-5-14

727-799-2151

www.lokeyvw.com

MVR: 8312

*Maybe spelled:
De Angelo?*

- 7. July 16, 2013 Lokey's Representative: Dale Krutzik/304 →
- 8. July 22, 2013 VW Manufacturer, Dangela at Customer Care (800-822-8987)

returned my call. Dangela gave me a reference number to have my vehicle repaired, 130487548. (This number was later changed due to 30 days passing.) Dangela advised me that since my vehicle had such low mileage, VW Manufacturer would be willing to pay 75% of the repair cost and I would have to pay the remaining amount of \$770.86. I responded that I would need to research this issue further. I expected the repair to be completely covered at 100% because the adhesive and other materials used to secure the back glass window of the convertible top failed. I thought that this failure of the factory installed material used to secure the rear glass back window represented a safety hazard as this adhesive used to secure the glass may have been previously recalled.

*It took
Lokey VW
weeks to
get my
replacement
convertible
top.*

9. **Recall ID # 75901 – Structure: Body: Roof and Pillars** dated Jan 28, 2008 and Models affected were 2008 Volkswagen Beetles was found on www.motortrend.com/cars/2008/volkswagon/beetle/recalls/ In the Summary, this recall (ID # 75901) documents that an “incorrect adhesive may have been used to attach the roof spoiler to the rear glass of the vehicle...become loose or fall from the vehicle without warning...” Consequences section reports; “...could cause injury by striking persons outside the vehicle or could become...possibly resulting in a crash.” The listed Remedy is “Dealers will replace the roof spoiler on these vehicles.” Recall began on Feb 28, 2008. “Owners may call VWOA at 1-800-822-8987.” With approximately 510 vehicles affected. **Please revise this recall to include rear glass windows!** Lokey and VW of America, Inc. refuse to include the rear glass window or to disclose the specific adhesive used for the recall or used to sure the rear glass. *(attached copy)*

10. Aug 12, 2013 Complaint filed on line with the BBB (Better Business Bureau). *(attached copy)*

11. Aug 14, 2013 A letter was received from a Rhonda Eakins at extension 242 (800-955-5100) from the BBB. The BBB Auto Line referenced this complaint number: VWA1325135 Durham vs. Volkswagen of America 3VWF31YX8M [REDACTED]. The BBB “determined that your claim is ineligible for arbitration” due to the age of the vehicle. The manufacturer was notified of my complaint per the BBB.

12. Aug 2013 I could only drive my vehicle in fair weather with the top down because the rear window became so loose, I feared for my safety and the safety of others. Even with the top down, I was afraid to drive my car. I became very afraid when a semi-truck passed my car and shook the top and rear glass so violently that I thought the glass was going to fly out and strike either me or my grandson who might have been in his car seat sitting in the back seat!!

13. Since purchase, my car was always stored in a locked garage located at my home. This car has not been subjected to the weather to cause any failure of any of the materials used on the convertible top.

14. Web Research has revealed multiple consumers with multiple complaints about the rear windows of VW convertible beetles. My cousin, [REDACTED] from Illinois, is experiencing the same problem with the rear window of her beetle. My brother purchased an older model VW convertible that has this same problem. My father owned several late model VW's and it was a car that I learned to drive in high school. Our families have owned several of these VW's but none were convertible until the past few years.

15. Sept 17, 2013 My car was taken to Lokey to have the top replaced. After multiple conversations with VW customer service department and Lokey, they refused to repair/replace the convertible top at 100%. During repair/replacement of the convertible top, Lokey knocked my driver's side rear window off the track and was going to require that I pay an additional \$500-\$700 in addition to the 25% fee to replace the top.

16. Sept 24, 2013 Finally, I was able to pick up my car! I was forced to shell out \$824.82 for the repair/replacement convertible top. The service manager and Dale tried to force me to pay for the side window they broke! I was told to pay an additional amount for the side window OR they would put the top back on and I could take it home. I chose the latter. Unfortunately, Lokey was unable to get my top back up on my vehicle so they chose to do "Goodwill Warranty" for the window cabling to get my vehicle out of their shop! *This driver side window worked fine (and the conv top was up) when I left my car at Lokey.*

17. Multiple photos have been taken of my car's rear window. I have placed a sticker with my name and address on each photo. If you hold the photo with the address stamp in the correct position it may help with the orientation of the photo. A headrest cushion is missing from one of the back seats and this metal is very vivid in the photos. *(Use as a land mark)*

18. Upon retrieving my car from Lokey, no one would tell me if the replaced convertible roof had the same adhesive that was defective, not even the VW customer representative! I fear that this same problem may resurface!!!! I was only given one year warranty.

In closing, this loose rear glass window is very much a safety hazard. My car was stored in my garage when not in use and the rear glass still came loose. Not only did the glass become loose but the entire convertible top sagged, became snagged in places, and moved around in the wind. My car currently still has less than 16,000 miles. I drive to the doctor, the local grocery and around my immediate neighborhood. I hope this car would last me many more miles if I take care of it. Being on disability, I doubt that I would be able to replace the top AGAIN because of failed adhesive. Can you find out what adhesive is on my replacement top?? I would like to thank you in advance for looking into the safety hazard. I pray a recall is issued before a small child is hurt or anyone else for that matter.

Enclosed are copies of service records, photos, the adhesive recall notice, BBB response, the VOQ form, and proof of purchase paperwork. My last name was [REDACTED] when I bought the car in 2009. Since then, my husband left and during the divorce my previous last name was restored. [REDACTED] is still listed on the title. Thank you again for the service you provide!

Sincerely,

[REDACTED]
[REDACTED]
(formally) [REDACTED]

US DOT NHTSA

Aug 20, 2013

To [Redacted]

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: **10536255**

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)

- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,
Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these emails, please go to our [Contact](#) Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

Reply, Reply All or Forward | More

*Mail
DOT*

Your communication to [Redacted]



BBB AUTO LINE

August 14, 2013

Complaint filed 8/13/14

[REDACTED]

PALM HARBOR FL [REDACTED]

Re: VWA1325135 [REDACTED] vs Volkswagen of America 3VWRF31YX8M [REDACTED]

Dear Madam/Sir:

We would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after a thorough review of the claim you submitted, it has been determined that your claim is ineligible for arbitration because your vehicle exceeds the age requirements set out in the manufacturer's *Program Summary*.

While we notified the manufacturer of your complaint, we cannot require the manufacturer to submit to arbitration unless the claim falls within the program limits explained in the *Program Summary*.

While I am sorry we were not able to help you with your automotive complaint, I want to thank you for your interest in the BBB AUTO LINE program. Please contact us at 1.800.955.5100 if you have any questions or if you believe we have made an error. For further information about the Florida lemon law, please contact the Florida Office of the Attorney General at 1.800.321.5366 (850.414.3500 if outside Florida).

Sincerely,

Rhonda Eakins at Extension 242

CC: Bonnie Gelfusa *Who's this?*

[REDACTED] 3-18-14

Body styles: Convertible

800-755-5100
BBB Auto Line For

MT Classic Mobile Newsletter Staff MT Certified

Follow Us

Home New Cars **Used Cars** Road Tests Auto Shows News Future Videos Photos Features Forums WOT

Recalls | Specs | Safety | Pricing | Photos | Warranty | Certified Vehicles

For Sale - VW Beetle Search over 6410 used VW Beetle Prices starting at \$3,000 CarGurus.com/Volkswagen-Beetle

Chrysler Crossfire Tops Crossfire Convertible Tops Replacement Soft Tops Now Available www.gahh.com

Ask a Volkswagen Mechanic A Mechanic Will Answer in Minutes! Questions Answered Every 9 Seconds. Volkswagen Just Answered. Ad Choices



Home > Used Cars > Volkswagen > Beetle > 2008 Volkswagen Beetle > Recalls

2008 Volkswagen Beetle Recalls

Overview

Model Summary

- Get a Free Price Quote
- Find a Local Dealer
- Low Rate Financing
- Free Insurance Quote

Find it used

Classifieds



2008 Volkswagen Beetle

Average Resale Value: \$12,703

MPG Range: 20 - 29 mpg

Bodystyles: Convertible, Hatchback

PRICE NEW MODEL
SEARCH CLASSIFIEDS

More Photos

Pricing

- Resale Values
- Option Packages
- Ownership Costs
- Certified Costs
- Payment Calculator
- Dealer Quote

Safety Features Crash Test Ratings **Recalls**

Lokey said they repaired recall ID # 86167

Recall ID # 86167 - FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTINGS

Full Details

Recall Date: DEC 10, 2010

Component: FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTINGS

Model Affected: Beetle

Potential Units Affected: 228236

Recall ID # 75901 - STRUCTURE:BODY:ROOF AND PILLARS

Hide Details

Recall Date: JAN 28, 2008

Model Affected: 2008 Volkswagen Beetle

Summary: ON CERTAIN SPECIAL EDITION TRIPLE WHITE SEDAN VEHICLES, AN INCORRECT ADHESIVE MAY HAVE BEEN USED TO ATTACH THE ROOF SPOILER TO THE REAR GLASS OF THE VEHICLE. IF THE INCORRECT ADHESIVE WAS USED, THE SPOILER COULD BECOME LOOSE OR FALL FROM THE VEHICLE WITHOUT WARNING, EVEN THOUGH INITIALLY THE SPOILER MAY FEEL SECURE.

Consequences: IF THIS HAPPENS, THE SPOILER COULD CAUSE INJURY BY STRIKING PERSONS OUTSIDE THE VEHICLE OR COULD BECOME AN OBSTACLE TO OTHER DRIVERS, POSSIBLY RESULTING IN A CRASH.

Remedy: DEALERS WILL REPLACE THE ROOF SPOILER ON THESE VEHICLES. THE RECALL BEGAN ON FEBRUARY 29, 2008. OWNERS MAY CONTACT VWOA AT 1-800-822-8987.

Potential Units Affected: 510

Notes: VOLKSWAGEN OF AMERICA, INC

CHECK INSURANCE RATES

AUTO LOAN QUOTE

THE MIRROR FOIL STICKERS LIMITED EDITION COLLECTION BY

COLOR SHOW

EXPLORE ALL 8 STYLES

MAYBELLINE

Lokey refused to expand or include glass windows

Recall 66D1 ~~XXXX~~ revise recall

Naka

800-822-8987 VW

Defects

http://www.motortrend.com/cars/2008/volkswagen/beetle/recalls/

National Highway Safety Hotline 888-327-7233 7/29/2013

3-18-14

Contract # 71120066
 Car Care Service Plan

Volkswagen RealDriver



VEHICLE INFORMATION

CONTRACT NUMBER J000 01156375		FORM NUMBER VW440108	SERIAL NUMBER VWURF31778X
YEAR 2008	MAKE VOLKSWAGEN	MODEL NEW BEETLE	CURRENT ODOMETER READING 6285

I paid \$1,254.00 for the service plan

DEALER INFORMATION

SELLING DEALER LOFFEY VOLKSWAGEN			FWS DEALER #		
DEALER ADDRESS 1000 W. HENRY ST.		CITY TEANECK, NJ	STATE NJ	ZIP 07093	
LIENHOLDER			ADDRESS		
DEALER SIGNATURE <i>[Signature]</i>					

CAR CARE SERVICE PLAN INFORMATION

SEE OWNERS MANUAL FOR COMPLETE LISTING OF FULL FACTORY RECOMMENDED SERVICES

NON-SYNTHETIC OIL	SERVICE INTERVALS - SERVICE DUE EVERY:					
	5,000 MILES			10,000 MILES		
SELECT BOTH TERM / MILEAGE AND SERVICE LEVEL	2/30,000	<input type="checkbox"/>	<input type="checkbox"/> VALUE	2/30,000	<input type="checkbox"/>	<input type="checkbox"/> VALUE
	3/35,000	<input type="checkbox"/>	<input type="checkbox"/> (V5N)	3/40,000	<input type="checkbox"/>	<input type="checkbox"/> (V1N)
	3/45,000	<input type="checkbox"/>		4/50,000	<input type="checkbox"/>	
	4/50,000	<input type="checkbox"/>	<input type="checkbox"/> VALUE PLUS	5/60,000	<input type="checkbox"/>	<input type="checkbox"/> VALUE PLUS
	5/60,000	<input type="checkbox"/>	<input type="checkbox"/> (P5N)			<input type="checkbox"/> (P1N)
CAR CARE PURCHASE DATE	CAR CARE PURCHASE PRICE					

SYNTHETIC OIL	SERVICE INTERVALS - SERVICE DUE EVERY:					
	5,000 MILES			10,000 MILES		
SELECT BOTH TERM / MILEAGE AND SERVICE LEVEL	2/30,000	<input type="checkbox"/>	<input type="checkbox"/> VALUE	2/30,000	<input type="checkbox"/>	<input type="checkbox"/> VALUE
	3/35,000	<input type="checkbox"/>	<input type="checkbox"/> (V5S)	3/40,000	<input type="checkbox"/>	<input type="checkbox"/> (V1S)
	3/45,000	<input type="checkbox"/>		4/50,000	<input type="checkbox"/>	
	4/50,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> VALUE PLUS	5/60,000	<input type="checkbox"/>	<input type="checkbox"/> VALUE PLUS
	5/60,000	<input type="checkbox"/>	<input type="checkbox"/> (P5S)			<input type="checkbox"/> (P1S)
CAR CARE PURCHASE DATE	CAR CARE PURCHASE PRICE					
03/28/2009	1,254.00					

DIESEL ENGINES	SERVICE INTERVALS - SERVICE DUE EVERY:	
	5,000 MILES	10,000 MILES
	<input type="checkbox"/>	<input type="checkbox"/>

SELECT BOTH TERM / MILEAGE AND SERVICE LEVEL	2/30,000	<input type="checkbox"/>	<input type="checkbox"/>	VALUE	2/30,000	<input type="checkbox"/>	<input type="checkbox"/>	VALUE
	3/35,000	<input type="checkbox"/>	<input type="checkbox"/>	(V5D)	3/40,000	<input type="checkbox"/>	<input type="checkbox"/>	(V1D)
	3/45,000	<input type="checkbox"/>	<input type="checkbox"/>		4/50,000	<input type="checkbox"/>	<input type="checkbox"/>	VALUE PLUS
	4/50,000	<input type="checkbox"/>	<input type="checkbox"/>		5/60,000	<input type="checkbox"/>	<input type="checkbox"/>	(P1D)
	5/60,000	<input type="checkbox"/>	<input type="checkbox"/>	(P5D)				
CAR CARE PURCHASE DATE	CAR CARE PURCHASE PRICE							

CONTRACT HOLDER INFORMATION

FIRST NAME		LAST NAME	
ADDRESS		CITY	STATE
PALM HARBOR		FL	ZIP
(AREA CODE) TELEPHONE NUMBER	I UNDERSTAND THAT THE PURCHASE OF THIS PRE-PAID MAINTENANCE CONTRACT IS NOT REQUIRED IN ORDER TO OBTAIN FINANCING OR TO PURCHASE THIS VEHICLE.		DATE
SIGNATURE		This Contract is subject to the "ARBITRATION" section contained herein.	

COPY 1 - FWS COPIES 2 & 3 - DEALER COPY 4 - LIENHOLDER COPY 5 - CUSTOMER

C/S# 4354

- This Contract will not pay for Mechanical Breakdown repairs, whether associated with or not associated with a prescribed service.
- This Contract will not pay for any type of state or local taxes required on any prescribed services.
- This Contract will not pay for any upgraded or extra cost products used during a prescribed service.
- The payment for prescribed services as stated under CAR CARE SERVICE PLAN COVERAGE and YOUR service coupons are the only remedy available to a Contract Holder. FWS neither has nor assumes any other obligation or responsibility with regard to this Contract and YOUR vehicle. The Selling Dealer has sole responsibility for any Service Discount Coupons. FWS neither assumes, nor authorizes anyone to assume for them, any additional liability.
- FWS may pay for or reimburse for any prescribed services covered by this Contract.

LIMITS OF LIABILITY:

This Contract will not pay for Mechanical Breakdown repairs, whether associated with or not associated with a prescribed service. This Contract will not pay for any type of state or local taxes required on any prescribed services. This Contract will not pay for any upgraded or extra cost products used during a prescribed service. The payment for prescribed services as stated under CAR CARE SERVICE PLAN COVERAGE and YOUR service coupons are the only remedy available to a Contract Holder. FWS neither has nor assumes any other obligation or responsibility with regard to this Contract and YOUR vehicle. The Selling Dealer has sole responsibility for any Service Discount Coupons. FWS neither assumes, nor authorizes anyone to assume for them, any additional liability. FWS may pay for or reimburse for any prescribed services covered by this Contract.

TRANSFER: YOU may transfer the Car Care Service Plan to another owner but not to another vehicle. To transfer this Contract, YOU must mail the following four (4) items to FWS within thirty (30) days of transfer of vehicle ownership: 1.) a completed Transfer Form (or a letter containing the name and address of the new owner and YOUR authorization to transfer; 2.) a legible copy of the front page of this Contract; 3.) a check for \$40 payable to FWS, for the transfer fee; and, 4.) all remaining Car Care Service Plan coupons. A new coupon book will be sent to the new owner. This Contract may not be transferred to any entity in the business of selling or leasing motor vehicles.

CANCELLATION: This Contract may be cancelled by YOU at anytime. To cancel, YOU must return to YOUR Selling Dealer. If YOU cancel during the first sixty (60) days, a 100 percent refund of the Car Care Purchase Price will be made, less a \$50 administration fee if YOU cancel after the first thirty (30) days. After sixty (60) days, a pro-rata refund will be made based upon the greater of the time or mileage expired from the Car Care Purchase Date and odometer reading at Car Care Purchase Date, less a \$50 administration fee. In the event of cancellation, YOU authorize the Lienholder to receive any refund amounts. Upon our receipt of notification of a total loss or repossession this Contract will be terminated, and all rights and interest to a refund under this Contract will immediately transfer to the Lienholder and the Lienholder will be named sole payee for any refund amounts. This Contract is non-cancellable by FWS except for fraud, material misrepresentation, or failure to pay the Car Care Purchase Price. No refund will be made without surrendering all unused coupons.

CAR CARE SERVICE PLAN COVERAGE: Coverage will be provided according to the Term/Mileage, service interval and service level selected by YOU on the front of this Contract. All services are fully detailed in YOUR coupon booklet which will be mailed to YOU. If YOUR booklet is not received within forty-five (45) days call FWS Customer Service at 1-877-800-0286. Coverage is obtained by presenting the appropriate coupon for each service to YOUR Selling Dealer. If YOU cannot return YOUR vehicle to YOUR Selling Dealer, YOU must telephone FWS during normal working hours at 1-877-800-0286 to receive instructions. YOUR vehicle may need other services for YOUR driving conditions; refer to YOUR Owner's Manual for recommended services and intervals.

CONTRACT PERIOD: Coverage under this Contract begins on the "Car Care Purchase Date" shown on the front page and expires according to the term or mileage of the plan selected, whichever occurs first. Plan expiration is measured in Term/Mileage from the "Car Care Purchase Date" and "Current Odometer Reading".

WARRANTY SERVICES, INC. ("FWS"). The following BOLD print appearing throughout this Contract has the following meanings: "YOU" and "YOUR" mean the customer named as Contract Holder on the front of this Contract. "WE", "US" and "OUR" refer to Fidelity Warranty Services, Inc. ("FWS").

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES
 Neil Kirkman Building • Tallahassee, Florida 32399-0610
SEPARATE ODOMETER DISCLOSURE STATEMENT AND ACKNOWLEDGEMENT
 (Instructions on Reverse Side)

VEHICLE DESCRIPTION

CHECK ONE: Motor Vehicle Mobile Home Vessel

Vehicle Identification Number	Year	Make/Model	Color	Body	Title No.
WBF31YX8M	2008	VOLKSWAGEN	RED	2DR CNV	

ODOMETER DISCLOSURE STATEMENT

WARNING: Federal and State law requires that you state the mileage in connection with an application Certificate of Title. Failure to complete or providing a false statement may result in fines and/or imprisonment.

LOKEY VOLKSWAGEN STATE THAT THIS MOTOR VEHICLE'S
 (Print Transferor's Name) (Seller)

5 DIGIT OR 6 DIGIT ODOMETER NOW READS 5 , 2 8 6 . XX (NO TENTHS)
 YES, DATE READ 03/29/08 AND TO THE BEST OF MY KNOWLEDGE THAT IT
 REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED ON THIS DOCUMENT
 AT LEAST ONE OF THE FOLLOWING IS CHECKED:

- CAUTION:** 1. I HEREBY CERTIFY THAT, TO THE BEST OF MY KNOWLEDGE, THE
 ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN
 EXCESS OF ITS MECHANICAL LIMITS.
 2. I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE
 ACTUAL MILEAGE. WARNING - ODOMETER DISCREPANCY

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

<u>LOKEY VOLKSWAGEN</u> (Transferor's Signature) (Seller)	<u>[REDACTED]</u> (Transferee's Signature) (Buyer)
<u>LOKEY VOLKSWAGEN</u> (Transferor's Hand Printed Name)	<u>[REDACTED]</u> (Transferee's Hand Printed Name)
<u>150 U S HIGHWAY 19 N</u> (Transferor's Street Address)	<u>[REDACTED]</u> (Transferee's Street Address)
<u>STARWATER</u> <u>FL 33761</u> (City) (State) (Zip)	<u>PALM HARBOR</u> <u>FL [REDACTED]</u> (City) (State) (Zip)

[REDACTED] is a former last name

CUSTOMER'S NAME _____ V416011
 STOCK NO. _____

BAILMENT AGREEMENT FOR VEHICLE SPOT DELIVERY

VEHICLE DESCRIPTION

CHECK ONE: Motor Vehicle Mobile Home Vessel

Vehicle Identification Number	Year	Make/Model	Color	Body	Title No.
WBF31YX8M	2008	VOLKSWAGEN	RED	2DR CNV	

DEALER _____

BUYER(S) SIGNATURE _____ BUYER(S) PRINTED NAME _____

BUYER(S) SIGNATURE _____ BUYER(S) PRINTED NAME _____

THIS AGREEMENT IS ATTACHED TO AND FORMS A PART OF THAT CERTAIN SALES AGREEMENT BETWEEN DEALER LISTED ABOVE AND THE UNDERSIGNED BUYER(S) AND CONCERNS THE VEHICLE LISTED ABOVE, PENDING CREDIT APPROVAL OF BUYER(S) BY LENDING INSTITUTION AND COMPLETION OF SALES TRANSACTION, INCLUDING ALL PAYMENTS TO BE MADE BY BUYER(S) OR ON BUYER(S) BEHALF AND ALL ADJUSTMENTS FOR BALANCES DUE ON TRADE-IN PAYOFFS. DELIVERY OF SAID VEHICLE BY DEALER IS HEREBY MADE TO BUYER(S) AS A CONVENIENCE TO BUYER(S), AND IS SUBJECT TO ALL TERMS AND CONDITIONS IN SAID SALES AGREEMENT AND IN THE PROMISSORY NOTE AND SALES AGREEMENT, IF ANY, EXECUTED CONCURRENTLY OR IN ACCORDANCE THEREWITH. SAID VEHICLE SHALL REMAIN THE PROPERTY OF THE DEALER. BUYER(S) REPRESENTS THAT ALL STATEMENTS MADE IN THE LOAN APPLICATION ARE TRUE AND CORRECT, AND DEALER MAKES DELIVERY OF SAID VEHICLE IN RELIANCE UPON THEIR TRUTH AND CORRECTNESS. ANY UNTRUE OR INCORRECT STATEMENT OR ANY OTHER MISREPRESENTATION OF BUYER(S) IN SAID APPLICATION OR IN ANY OTHER AFORESAID DOCUMENTS SHALL ENTITLE DEALER, AT HIS DISCRETION, TO IMMEDIATELY RESCIND THE SALE. UPON RESCINDING THE SALE, BUYER(S) SHALL PROMPTLY RETURN SAID VEHICLE TO DEALER AT DEALER'S ADDRESS IN GOOD CONDITION. BUYER(S) SHALL BE LIABLE TO DEALER FOR ALL DAMAGE TO DESTRUCTION TO, ABUSE OF, EXCESSIVE WEAR AND/OR EXCESSIVE MILEAGE AND USE UPON SAID VEHICLE WHILE IN THE POSSESSION OF THE BUYER(S). "EXCESSIVE MILEAGE AND USE" AS DESCRIBED HEREIN SHALL BE PRESUMED WHEN THE TOTAL MILES WHICH SAID VEHICLE IS DRIVEN WHILE IN BUYER(S) POSSESSION EXCEEDS AN AVERAGE OF TWENTY (20) MILES FOR EACH DAY IN BUYER(S) POSSESSION. IN THE EVENT THAT THE AVERAGE MILEAGE EXCEEDS THE AFOREMENTIONED TOTAL, THE BUYER(S) IS/ARE RESPONSIBLE TO PAY, UPON DEMAND, AT A RATE OF TWENTY (20) CENTS PER MILE, TO THE DEALER, FOR EVERY MILE EXCEEDING AVERAGE DAILY USE. THIS SUM SHALL BE ADDED TO ANY AMOUNTS OWED FOR DAMAGE, DESTRUCTION OR ABUSE. ALL FUNDS ON DEPOSIT WITH DEALER SHALL BE APPLIED TO MONIES DUE DEALER AND THE BALANCE MAY, AT DEALER'S DISCRETION, BE HELD BY DEALER FOR DAMAGES. IF SAID SUMS ARE INSUFFICIENT, DEALER MAY PROCEED AGAINST THE BUYER(S) BY OTHER LEGAL REMEDIES TO FULLY RECOVER LOSSES. IF DEALER IS ABLE TO PROVIDE BUYER(S) WITH FINANCING ACCORDING TO THE TERMS OF THE SALES AGREEMENT, SAID AGREEMENT SHALL BE BINDING UPON BUYER(S) AND ENFORCEABLE BY DEALER.

WE OWE

NAME [REDACTED] STK. NO. V41601 NEW XXX USED DEMO
 ADDRESS [REDACTED] YEAR 2008 MAKE VOLKSWAGEN
 CITY [REDACTED] STATE FL ZIP [REDACTED] MODEL NEW BEETLE
 PHONE [REDACTED] FAX [REDACTED]
 EMAIL [REDACTED] SALESPERSON [REDACTED] DEL. DATE [REDACTED]

QTY.	NAME OF ITEM	PART	LABOR
	SERVICE BOND PROGRAM		
	GREAT CUSTOMER SERVICE		
	BALANCE OF FACTORY WARRANTY		
	5YR 50K MILE WARRANTY BALANCE		
	→ Covers all oil Δ's etc		

I hereby accept this WE OWE with the understanding that ALL promises that are owed to me regarding my transaction are in writing on this form. This WE OWE is valid for 30 days from date of issuance, and I understand that it is my responsibility to make an appointment to have the promise(s) completed. CALL OUR SERVICE DEPARTMENT FOR AN APPOINTMENT.

CUSTOMER [REDACTED] DATE ISSUED MARCH 28, 2008
 APPROVED [Signature] MGR. (Lokey Rep)

Vehicle was sold as a New vehicle with factory warranty

FORM PAP-SA-1506 REVISED (8/03)

CUSTOMER COPY



27850 US Hwy. 19 North
Clearwater, FL 33761
(727) 799-2151
www.lokeyvw.com
MVR: 8312

ESTIMATE

SERVICE DEPARTMENT HOURS
7:30 a.m. to 8:00 p.m.
Monday - Friday
8:00 a.m. - 7:00 p.m. Saturday
Closed Sunday

R/O Open Date	R/O Number
7/16/13	36038156/2
R/O Close Date	Status
7/16/13	Pre-Invoice
Mileage In	Mileage Out
14520	14521
Service Advisor / Tag #	
Dale Krutzik/304	

[Redacted]				Work-Phone	Vehicle Identification Number	
PALM HARBOR, FL [Redacted]				Home Phone	3VWRF31YX8M	[Redacted]
Year	Make	Model	Body	Delivery Date	In-Service Date	
2008	VOLKSWAGEN	NEW BEETLE	2DR CNV	3/28/09	3/29/09	
V416011 Fidelity Warranty Exp: 100000 or 1/01/20 Ded: 0				Color	License Number	
				RED	FL	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [Redacted] Email: [Redacted]	
Sub Total: .00	

#9 - 4WA: 4 WHEEL ALIGNMENT	
Work performed by Zachary Schrader (635) 3635	Internal
Caused by	
4 WHEEL ALIGNMENT COMPLETED	
Work performed by Zachary Schrader (635) 3635	Internal
*REAR CAMBER IS OUT SLIGHTLY	

#10 *Customer Reports:	
CUSTOMER STATES BACK WINDOW IS LOOSE IN CONVERTIBLE TOP	
Caused by	
ESTIMATE TO REPLACE CONVERTIBLE TOP	
Work performed by Zachary Schrader (635) 3635	
\$3500 PLUS TAX	
Sub Total: .00	

* WE RECOMMEND REPLACING YOUR TIMING BELT EVERY 6 YEARS *	
* OR 80k MILES WHICHEVER COMES FIRST *	

<p><i>Service advisor, Dale Krutzik, informed me that the entire top would have to be replaced and that repairing just the glass would not work. He said this has been "common" for this car. Really? They didn't say that when I bought it!</i></p> <p><i>TIC 800-822-898 VW Warranty Assis Case # 130487548</i></p> <p><i>→ Regional Case Manager will contact Lokey good will" if we can we will assist</i></p> <p><i>9/8 by end of business day on 7-18-13</i></p>	
LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle 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 vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Parts and labor warranty 12 months 12,000 miles - unless otherwise specified.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

USED REBUILT RECONDITIONED

[Redacted] 3/18/14



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 Clearwater, FL 33761
 (727) 799-2151
 www.lokeyvw.com
 MVR: 8312

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 8:00 p.m.
 Monday - Friday
 8:00 a.m. - 7:00 p.m. Saturday
 Closed Sunday

R/O Open Date	R/O Number
9/17/13	36040491/2
R/O Close Date	Status
9/24/13	Pre-Invoice
Mileage In	Mileage Out
14694	14696
Service Advisor / Tag #	
Dale Krutzik/969	

[Redacted]			Work Phone	[Redacted]	
PALM HARBOR, FL [Redacted]			Home Phone	[Redacted]	
Year	Make	Model	Body	Color	License Number
2008	VOLKSWAGEN	NEW BEETLE	2DR CNV	RED	FL
V416011					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [Redacted] Email: [Redacted]	
GOODWILL WARRANTY PER SCOTT Caused by WINDOW CABLE BINDING/ OFF TRACK Work performed by Zachary Schrader (635) 3635 Installed 1Y0898291 :REPAIR KIT REPLACE WINDOW REGULATOR	
<i>* This window was damaged when Lokey replaced the convertible top & tried to make me pay \$1699 plus tax 7%. driver's side back seat window Qty: 1</i>	
*****	Warranty
* WE RECOMMEND REPLACING YOUR TIMING BELT EVERY 6 YEARS *	Warranty
* OR 80k MILES WHICHEVER COMES FIRST *	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle 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 vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Parts and labor warranty 12 months 12,000 miles - unless otherwise specified.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.
 USED REBUILT RECONDITIONED

LABOR	.00
PARTS	.00
DEDUCTIBLE	770.86
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	53.96
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	824.82

5-14

WARRANTY REPAIR ORDER

PALM HARBOR, FL			Work Phone	R/O Open Date	R/O Number
				9/17/13	36040491/1
			Home Phone	R/O Close Date	Cross Reference #
			Body	Mileage In	Mileage Out
			2DR CNV	14694	14696
			License Number	Service Advisor	
			FL	Dale Krutzik 6	
Year	Make	Model	Delivery Date		
2008	VOLKSWAGEN	NEW BEETLE	3/28/09		
Vehicle Identification Number		Color	In-Service Date		
3VWRF31YX8M		RED	3/29/09		

V416011

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
Cell: [REDACTED] Email: [REDACTED]		
#5 - Customer Reports: CUSTOMER STATES CONVERTIBLE TOP BACK WINDOW IS LOOSE-SOP Cause: WINDOW UNGLUED FROM CONVERTIBLE TOP CLOTH Tech: 635/3635 2.90hrs @ 104.8 Part: 1Y0871035G C90:COVER TOP 1 REPLACE CONVERTIBLE TOP CLOTH UNDER GOODWILL AUTHORIZATION 130639283 @ 75% of \$3,500. <i>Customer to pay remaining 25% of cost.</i>	101.50 1635.00	303.92 2179.99
Sub-Total Labor: 101.50 303.92		
Sub-Total Parts: 1635.00 2179.99		
Sub-Total: 1736.50 2483.91		
#6 - Customer Reports: VW GOODWILL ON TOP AUTH 130487548 VW PAY \$2312.14, CP PAY \$770.86, OTD \$824.83 Tech: 635/3635 0.00hrs @ .0		.00
#8 * Customer Reports: CUSTOMER STATES LR WINDOW WILL NOT GO DOWN WINDOW CASE #130639283, W/TRACY <i>Not true -></i> VW-NO ASSISTANCE GOODWILL WARRANTY PER SCOTT -> Service Manager at Lokey Cause: WINDOW CABLE BINDING/OFF TRACK Tech: 635/3635 2.10hrs @ 104.8 Part: 1Y0898291:REPAIR KIT 1 REPLACE WINDOW REGULATOR	73.50 56.40	220.08 94.00
Sub-Total Labor: 73.50 220.08		
Sub-Total Parts: 56.40 94.00		
Sub-Total: 129.90 314.08		
<p><i>Window had worked fine before car was left at Lokey for repair. I was given the choice to pay for the LR window too or Lokey would not fix the convertible top. I told Lokey to put the top back the way it was & I would leave. They were NOT able to put the top back up so Lokey said they would fix the LR window that THEY BROKE as a "Goodwill"</i></p>		
LABOR	175.00	524.00
PARTS	1691.40	2273.99
METHOD		.00
SUBLET		.00
SHOP SUPPLIES		.00
SALES TAX OR TAX I.D.		.00
RECEIPT #		-770.86
DEDUCTIBLE		
TOTAL DUE	1866.40	2027.13

5-18-14



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Monday - Friday
8:00 a.m. - 7:00 p.m. Saturday
Closed Sunday

R/O Open Date	R/O Number
9/17/13	36040491/1
R/O Close Date	Status
9/24/13	Pre-Invoice
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Service Advisor / Tag #	
Dale Krutzik/969	
Vehicle Identification Number	
3VWRF31YX8M	
Delivery Date	In-Service Date
3/28/09	3/29/09
Color	License Number
RED	FL

Work Phone: [REDACTED]
Home Phone: [REDACTED]

Year	Make	Model	Body
2008	VOLKSWAGEN	NEW BEETLE	2DR CNV

V416011

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED] #3 - FREE: PERFORM COMPLETE MULTI POINT VEHICLE INSPECTION TOP OFF ALL FLUID LEVELS, SET TIRE PRESSURES VISUALLY INSPECT BRAKES AND ALL MAJOR COMPONENTS Caused by COMPLETED Work performed by Zachary Schrader (635) 3635	Internal
#5 - Customer Reports: CUSTOMER STATES CONVERTIBLE TOP BACK WINDOW IS LOOSE-SOP Caused by WINDOW UNGLUED FROM CONVERTIBLE TOP CLOTH Work performed by Zachary Schrader (635) 3635 Installed 1Y0871035G C90 :COVER TOP REPLACE CONVERTIBLE TOP CLOTH UNDER GOODWILL AUTHORIZATION 130639283 <i>Does this conv. top have the same failed adhesive as my previous top?</i>	Warranty Warranty Qty: 1
#6 - Customer Reports: VW GOODWILL ON TOP AUTH 130487548 VW PAY \$2312.14, CP PAY \$770.86, OTD \$824.83 Work performed by Zachary Schrader (635) 3635	Warranty
#7 - LOAN: CUSTOMER REQUESTS LOANER VEHICLE	
#8 * Customer Reports: CUSTOMER STATES LR WINDOW WILL NOT GO DOWN WINDOW CASE #130639283, W/TRACY-VW-NO ASSISTANCE <i>This is NOT true... I said the window worked when I dropped it off + VW pay</i>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize" work hereinafter to be done along with the necessary material and... liable for loss or damage to vehicle or articles left in the cause beyond your control or for any delays caused by shipments by the supplier or transporter. I hereby operate the vehicle herein described on streets, highway and/or inspection. An express mechanic's lien is hereby the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the the manufacturer. The seller hereby expressly disclaims all any implied warranty of merchantability or fitness for said products. Any limitation contained herein does not apply. Parts and labor warranty 12 months 12,000 mil

ALL PARTS INSTALLED UNLESS SPECIFIED OTHERWISE

USED REBUILT

NO RETURN ON ELECTRICAL CO

Duplicate check used to pay Lokey \$824.82 504

- Track Your Expenses...
- Auto/Travel
 - Business
 - Charities
 - Clothing
 - Dependent Care
 - Education
 - Entertainment
 - Food
 - Home
 - Insurance
 - Medical/Dental
 - Savings
 - Taxes
 - Utilities
 - Other

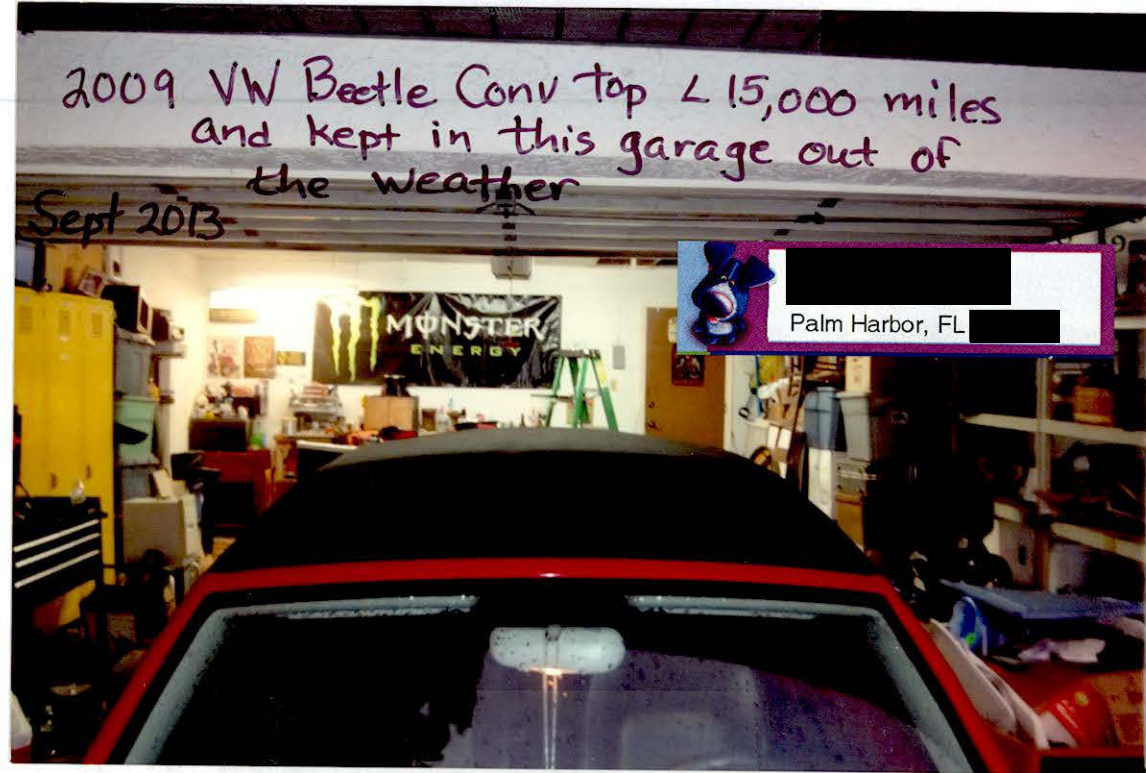
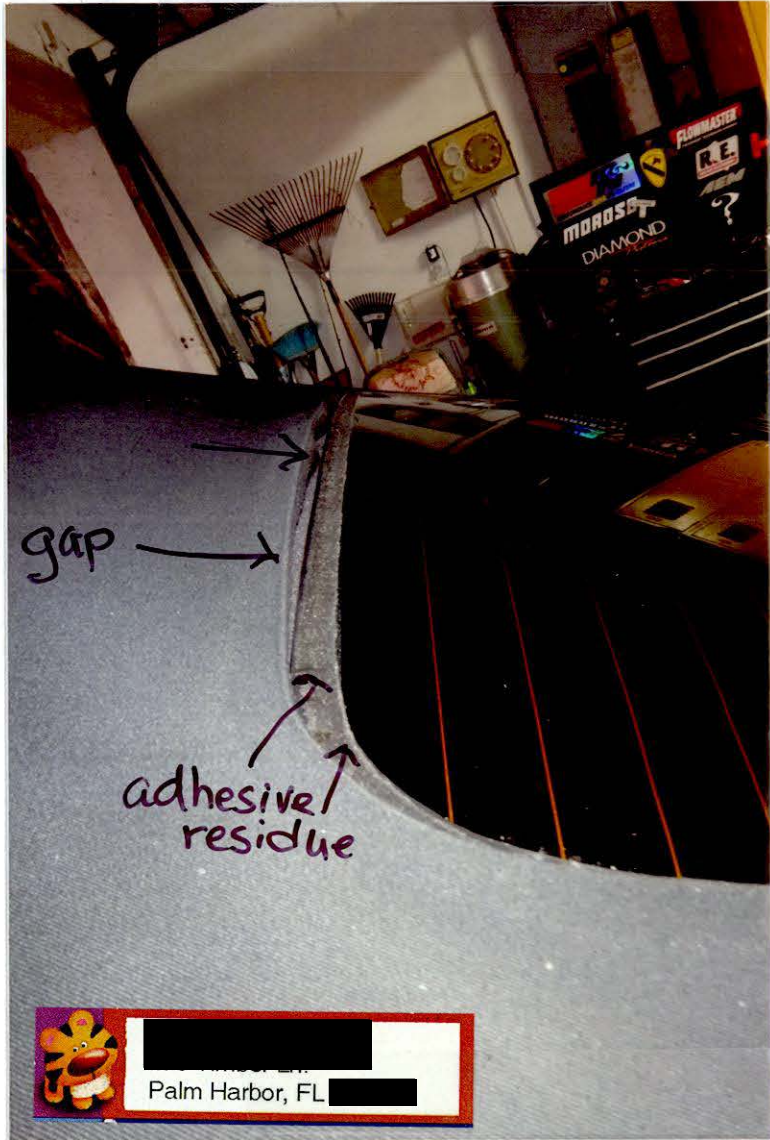
Lokey eight twenty four and 82/100

BAL FOR'D	
ITEM AMOUNT	824.82
BALANCE	
DEPOSIT	
FOR'D	

Replace DR VW convertible top

For enhanced security your account number will not be printed on this copy

NOT NEGOTIABLE

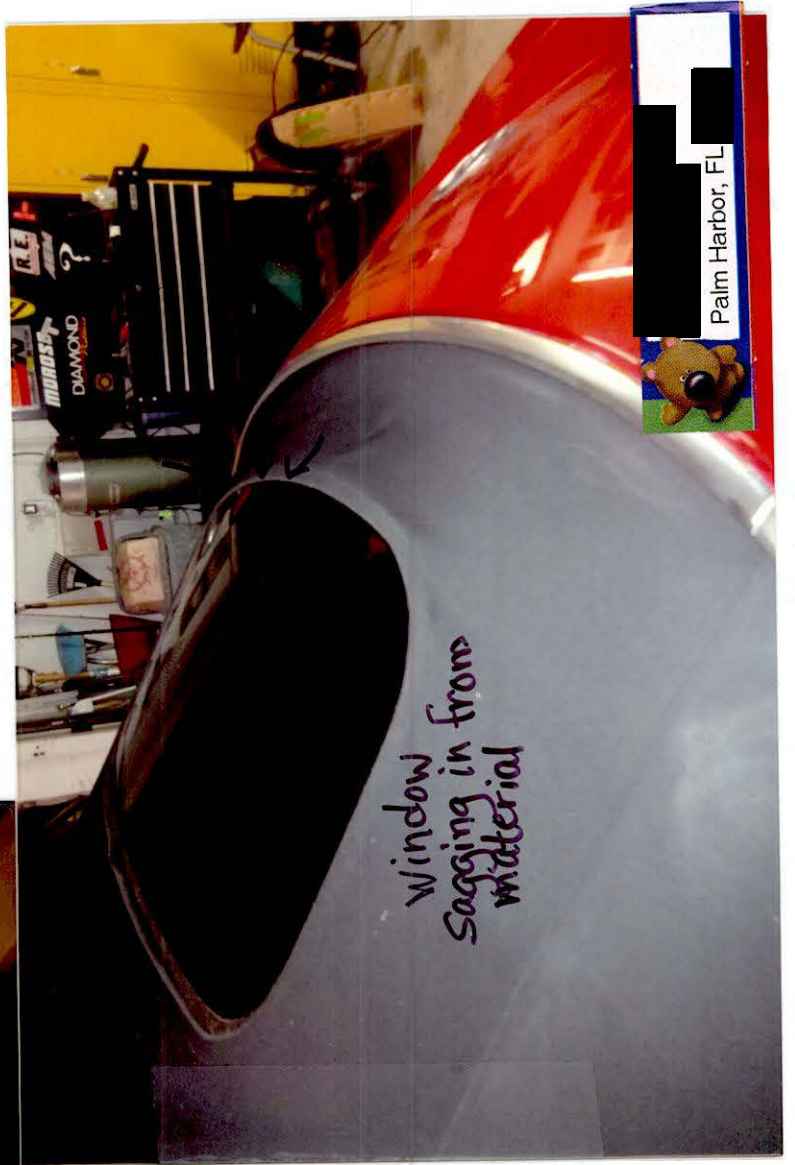
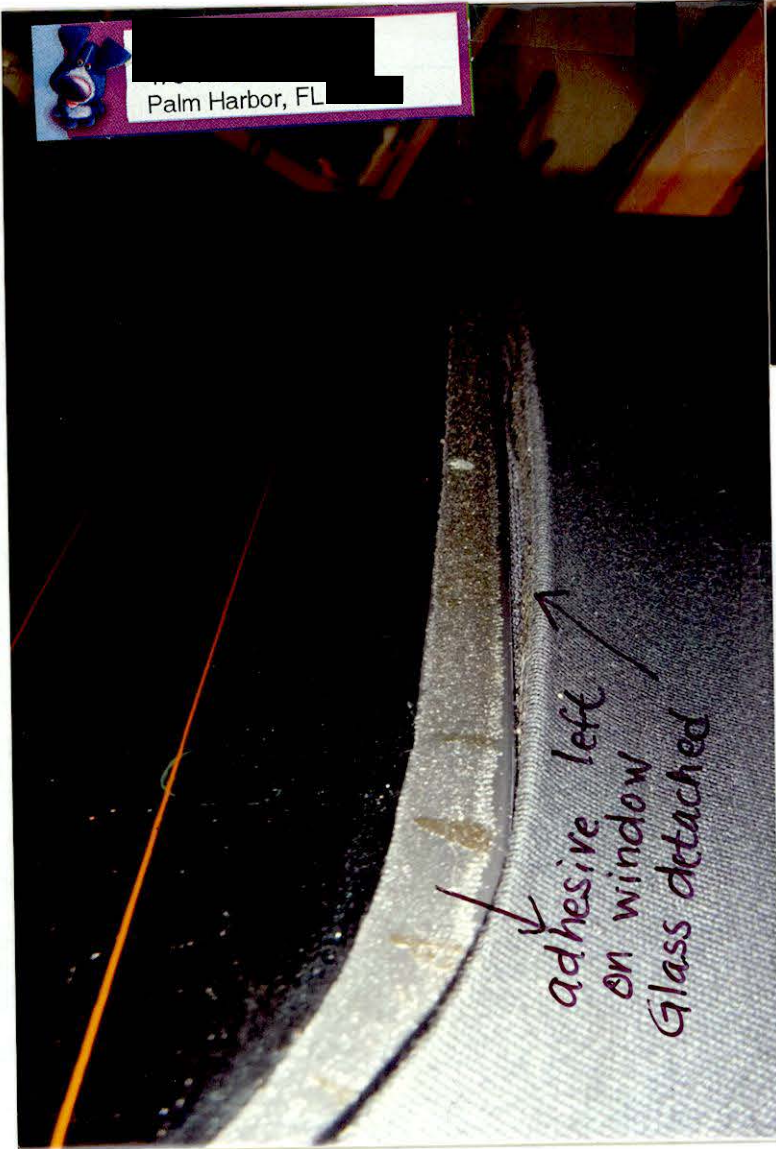


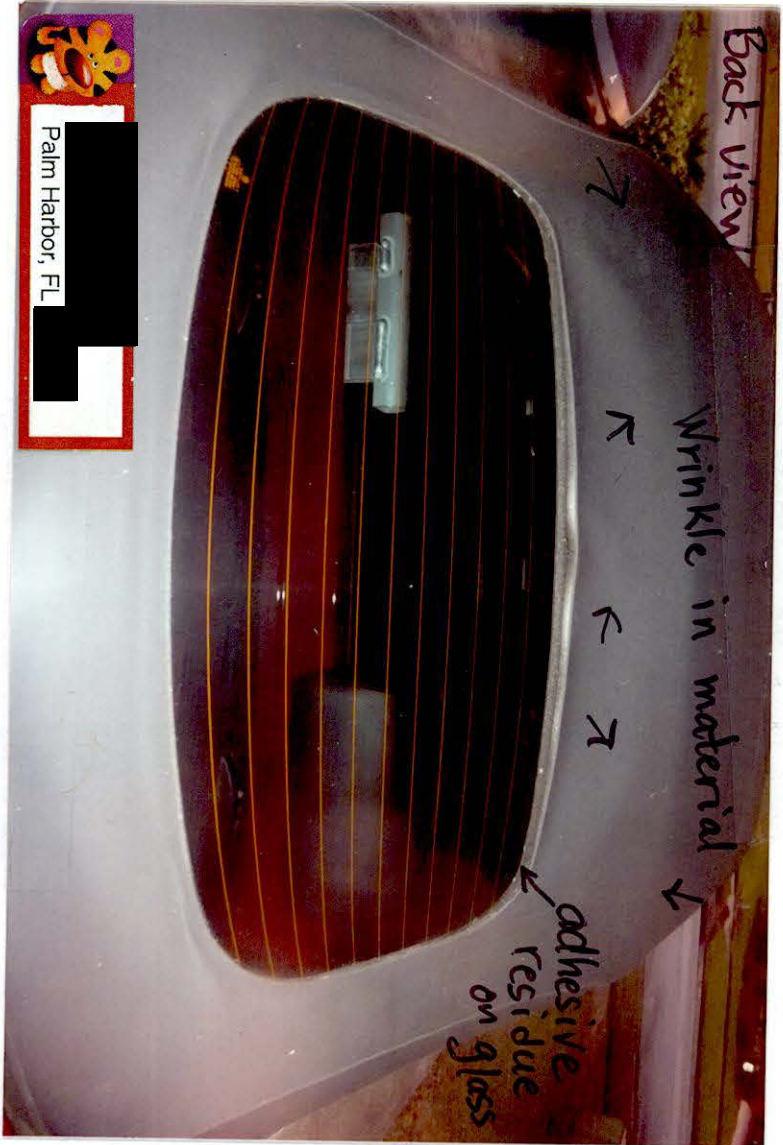


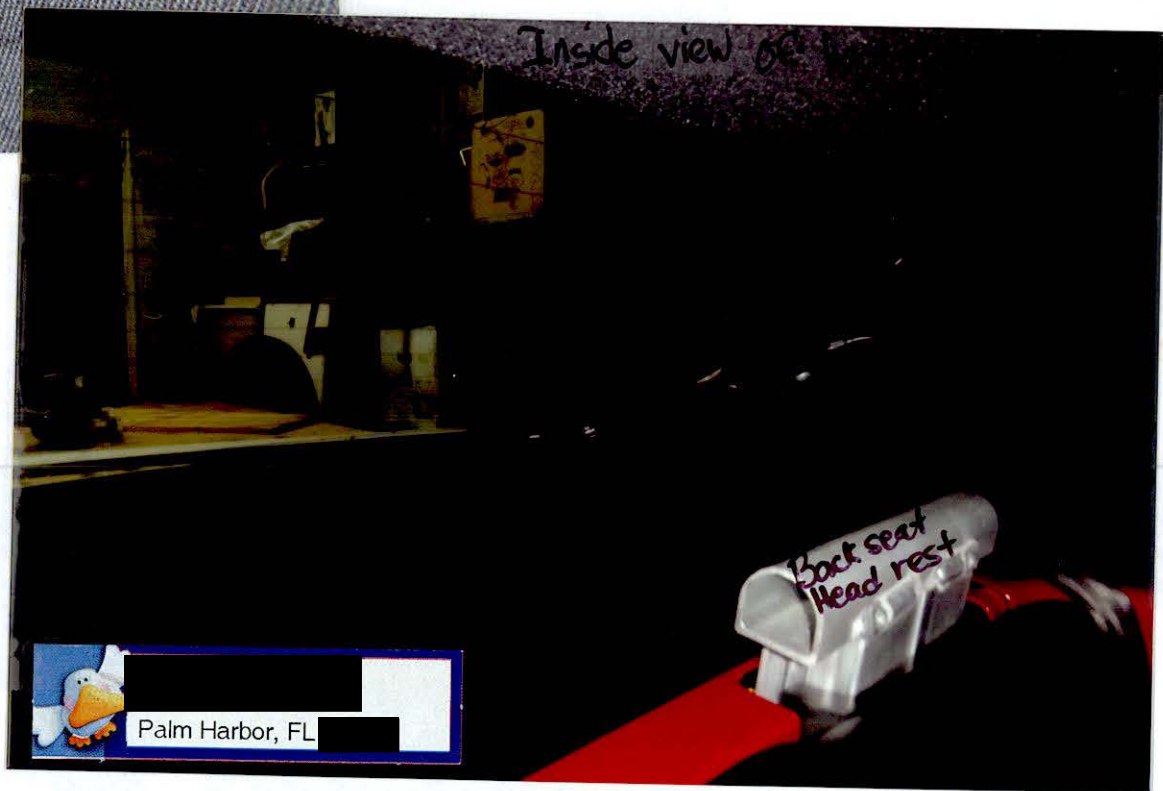
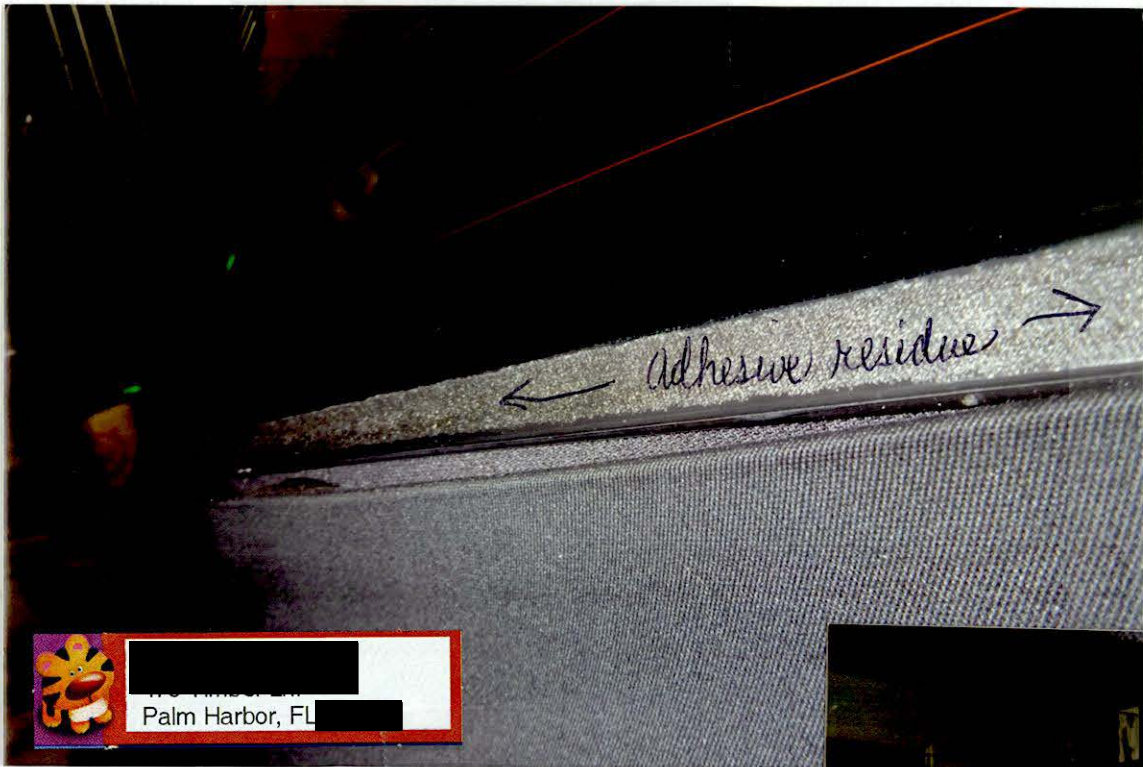
Palm Harbor, FL



Palm Harbor, FL







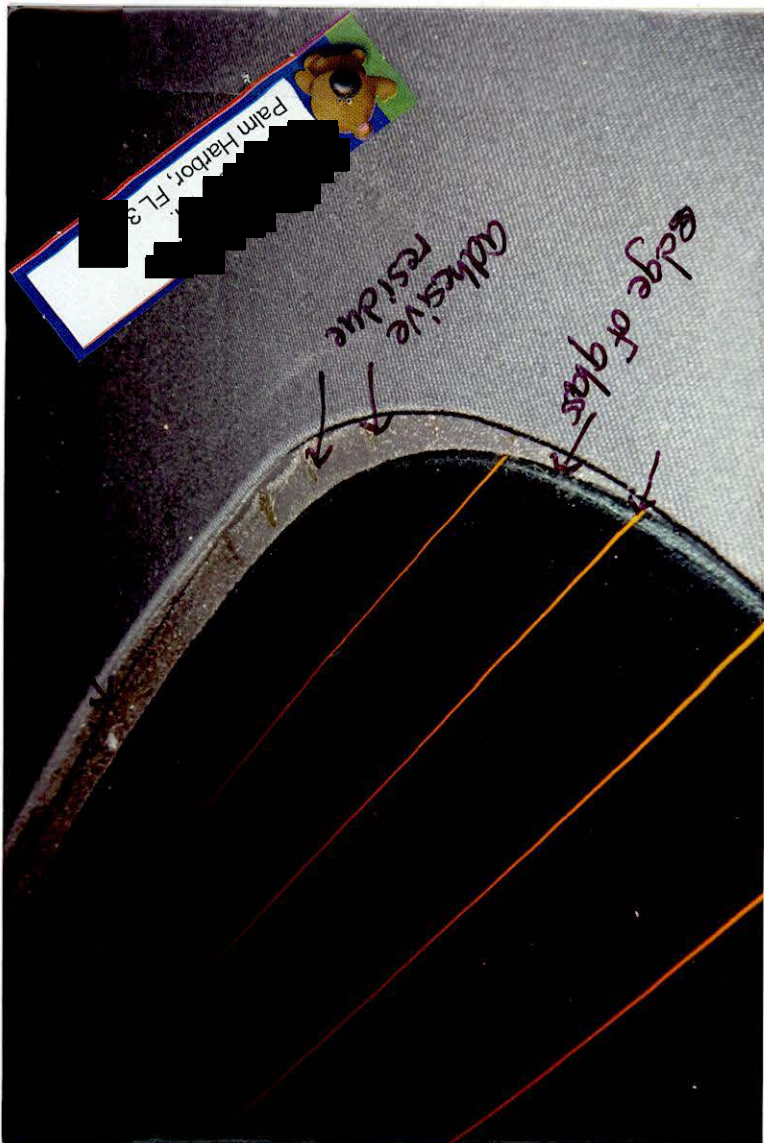


Photo taken from back seat
inside car

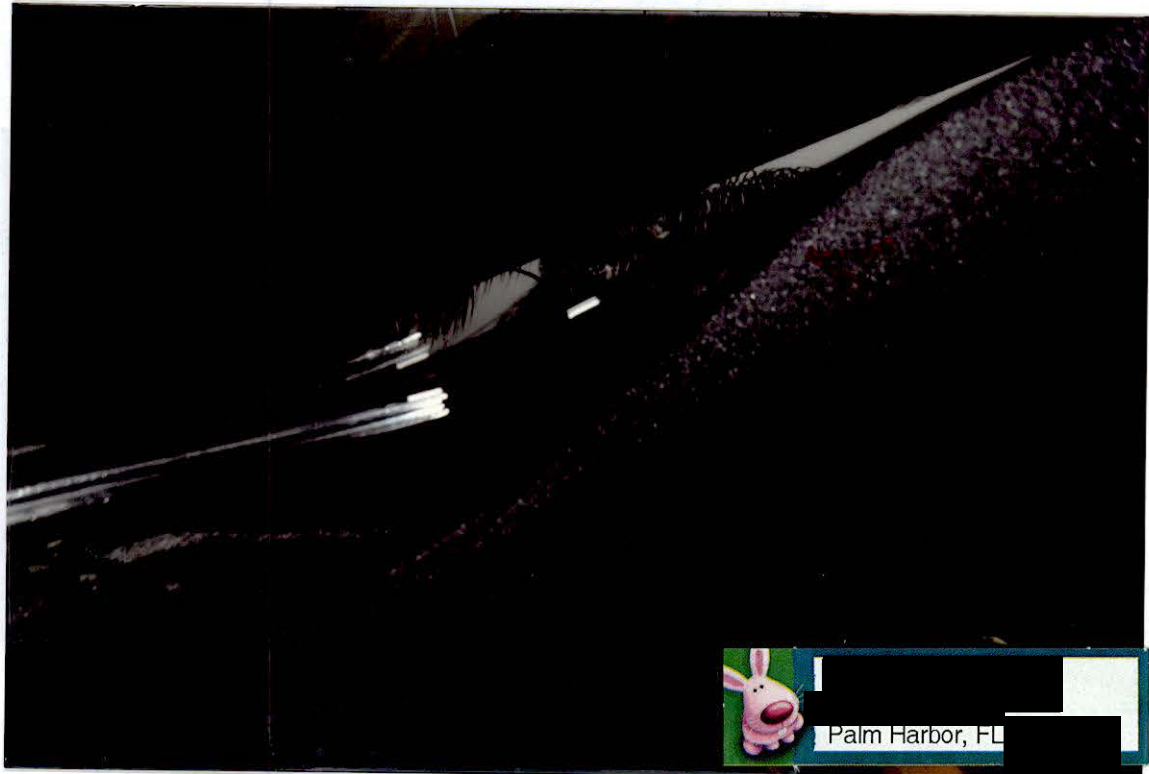
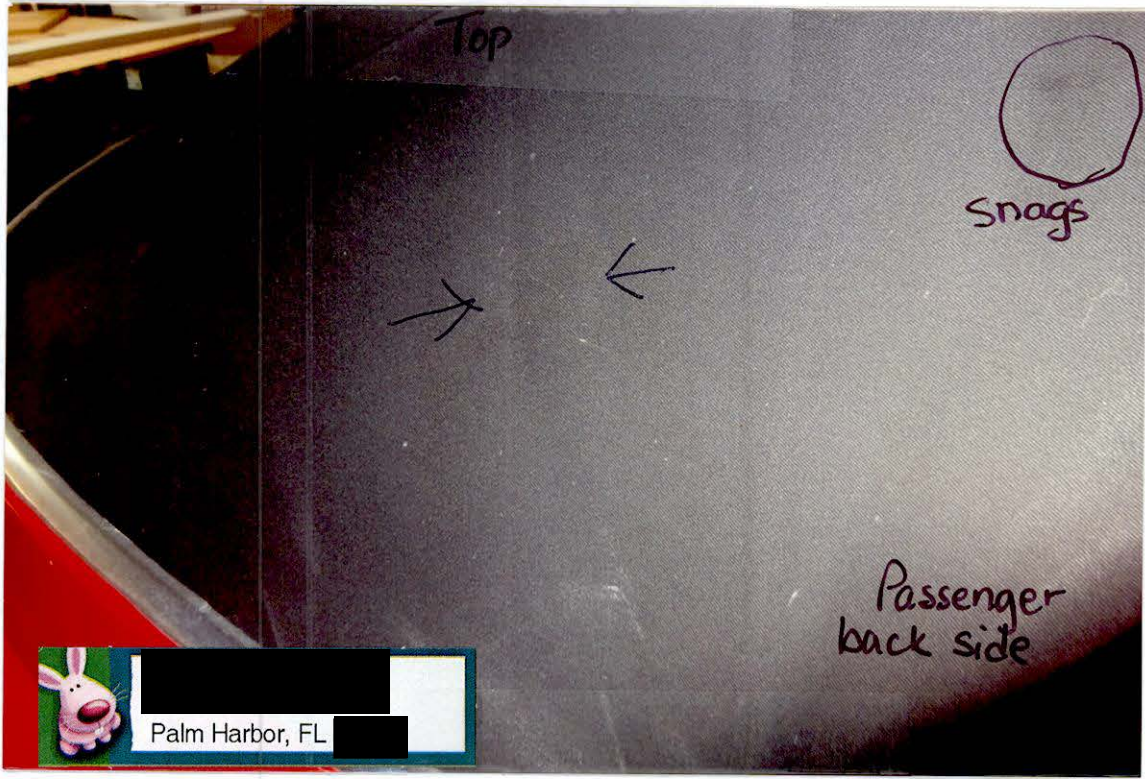
Top
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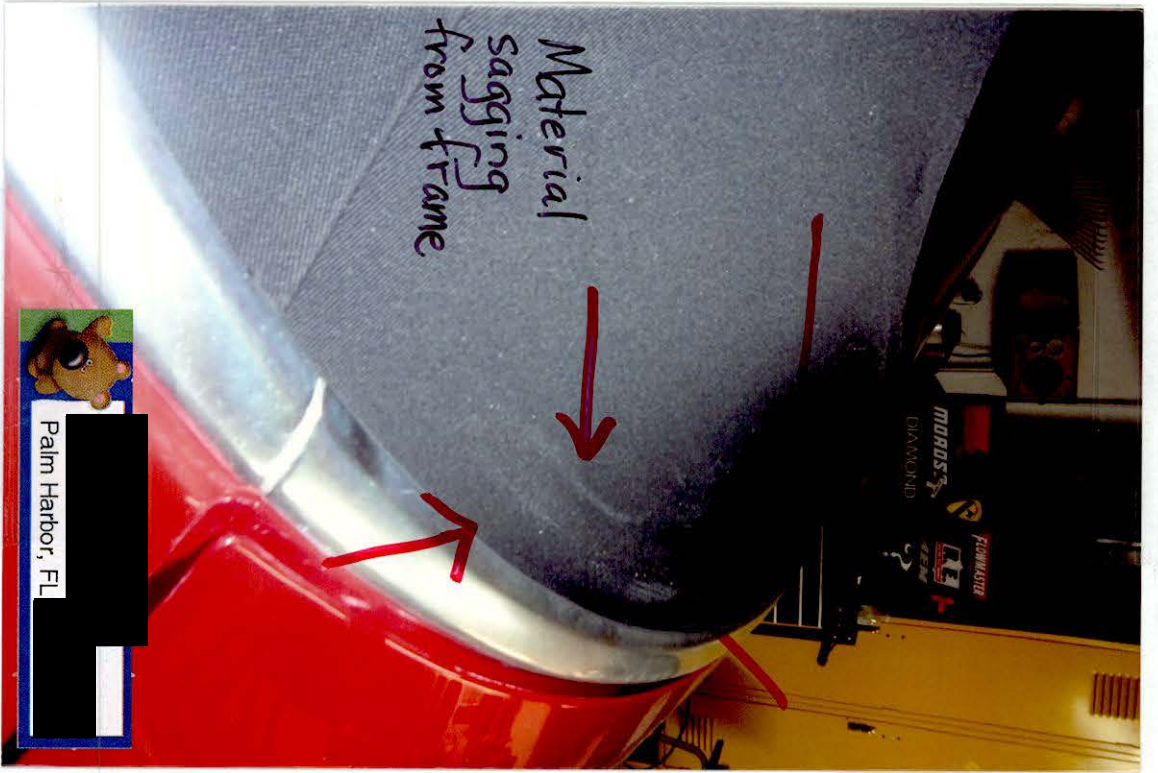
Headrest
Missing

Palm Harbor, [redacted]

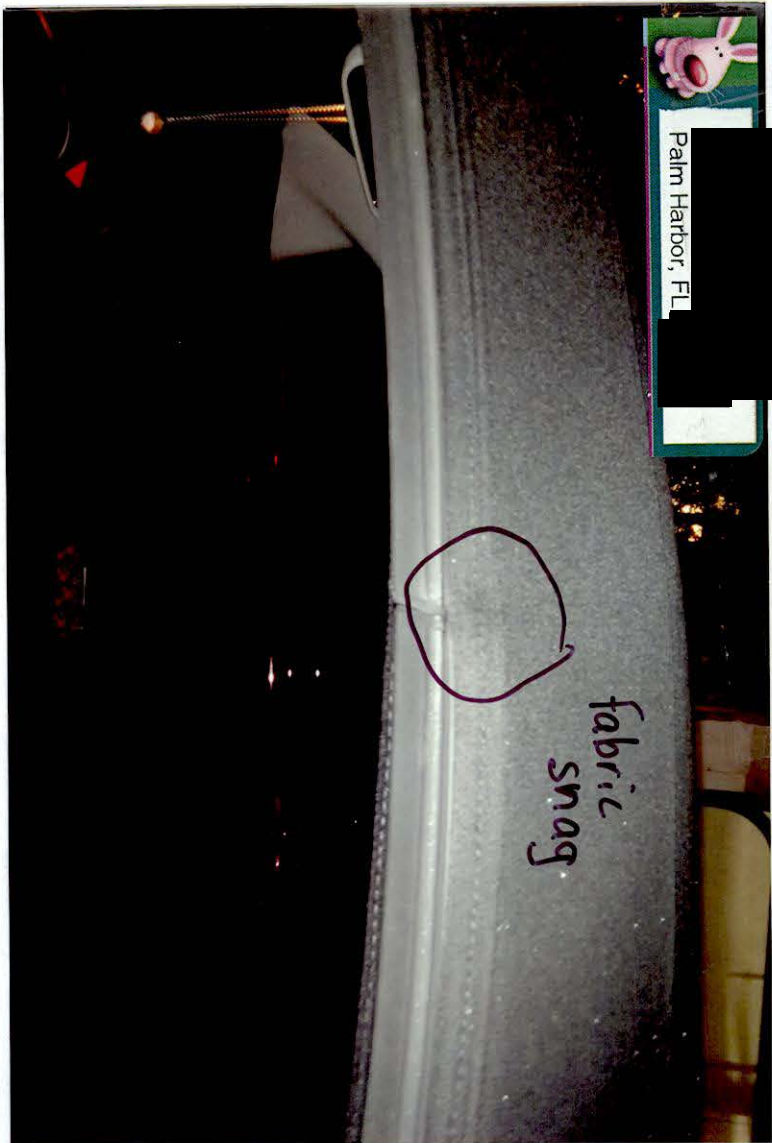
clip [redacted]
Clips not attached
Photo taken inside car

Palm Harbor, [redacted]



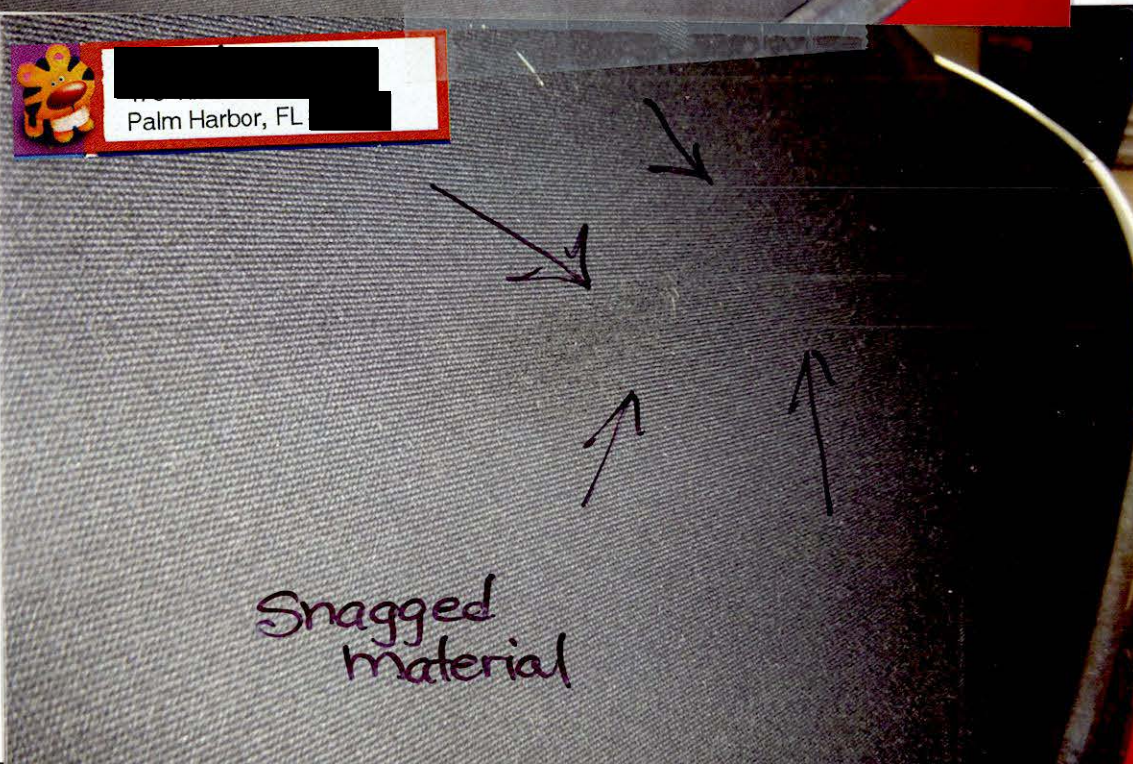
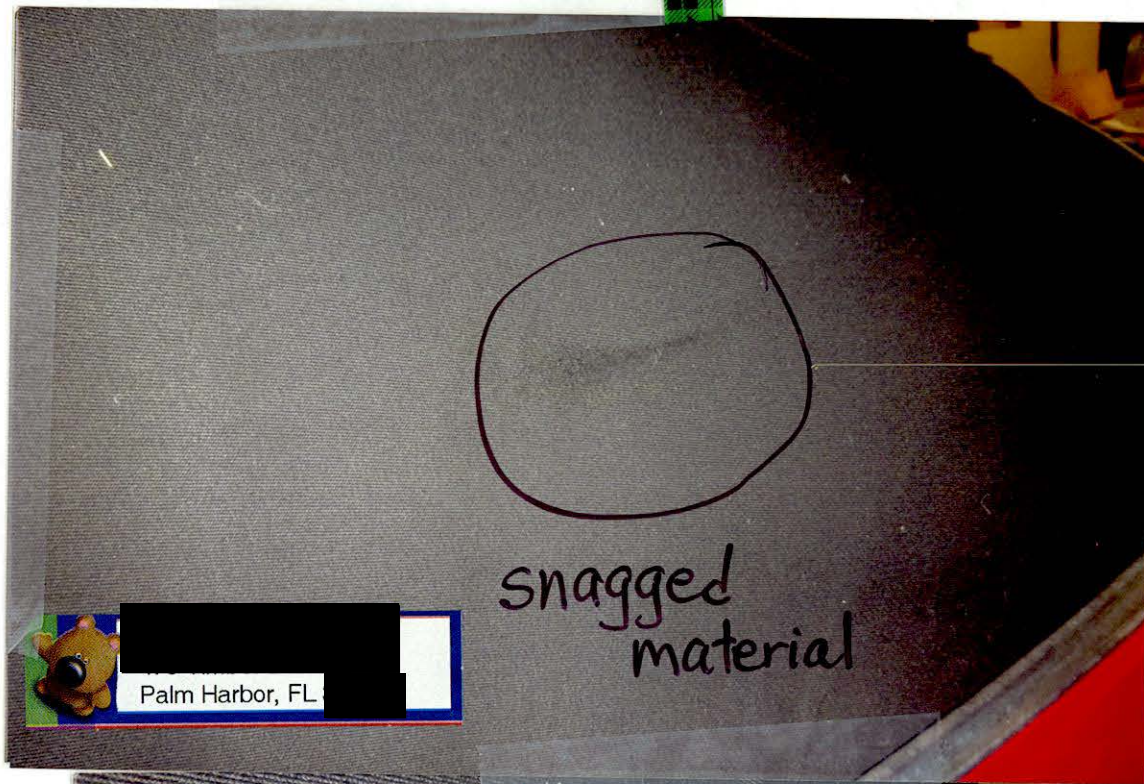


Palm Harbor, FL [redacted]



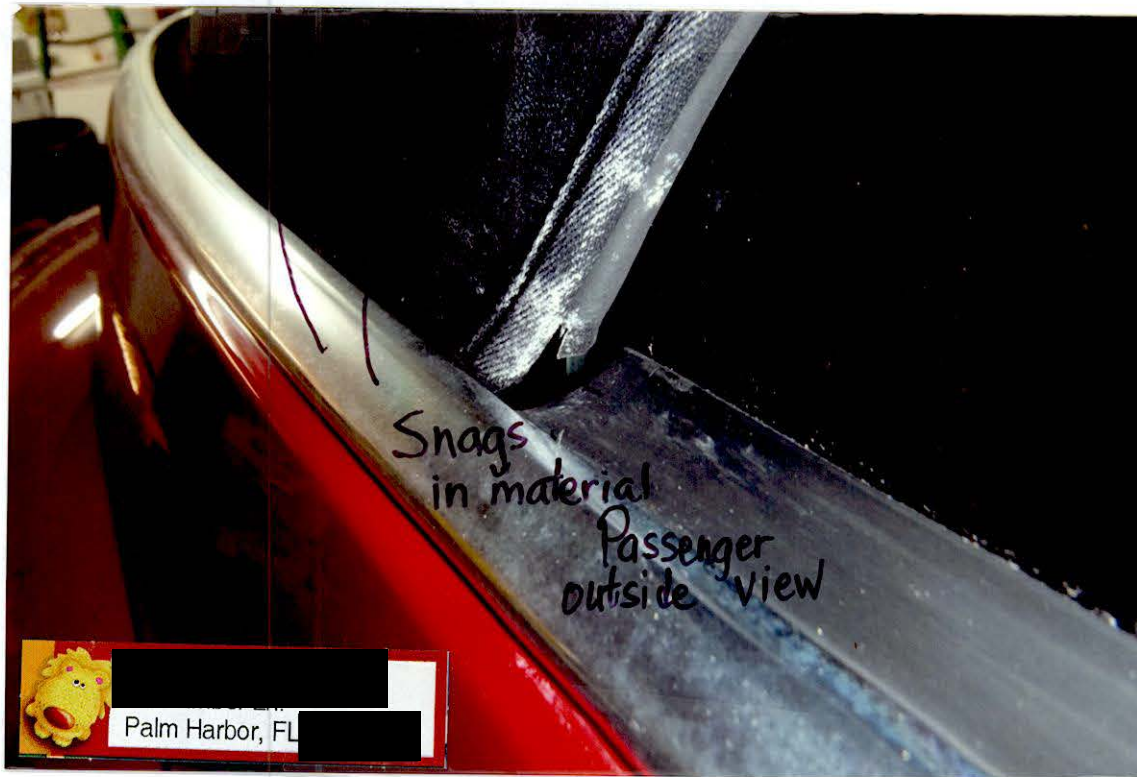
Palm Harbor, FL [redacted]





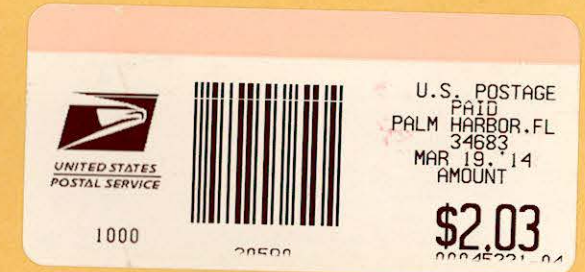


Palm Harbor, FL



Palm Harbor, FL

Palm Harbor, FL



U.S. Department of Transportation
National Highway Traffic Safety Adm.
Office of Defects Investigation (Room NVS-210)
1200 New Jersey Avenue SE
West Building
Washington, D.C. 20590

Photos
enclosed