

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



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	Repository <input type="checkbox"/>
29-AUG-2014	Reference No. 10629450

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
DEERFIELD	IL	[REDACTED]	

Daytime Telephone Number	E-mail Address
[REDACTED]	NOEMAIL@UNK.GOV
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	Make	Model	Model Year
3VWFF31Y87M [REDACTED]	VOLKSWAGEN	BEETLE	2007
Date Purchased	Dealer's Name and Telephone Number		Engine:
7 7 2007	Muller VW, 847 443-7900		No: Cylinders
Original Owner	Dealer's City	State	Zip Code
<input checked="" type="checkbox"/>	Highland Park	IL	60035
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
automatic	<input checked="" type="checkbox"/> Cruise Control	6 speed auto trans	Yes, see att
			Incident Date(s)
			24-JUL-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage	Failure Speed
Air Bag Warning Light	38479	

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police
		0	0	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 2007 VOLKSWAGEN BEETLE. THE CONTACT STATED THAT THE AIR BAG INDICATOR CONTINUOUSLY ILLUMINATED ON THE INSTRUMENT PANEL. THE DEALER REPAIRED THE VEHICLE, BUT THE SPECIFIC REPAIRS WERE UNKNOWN. THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 38,479.

See narrative description of incidents

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 this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

Vehicle to Muller on July 24, 2014 with complaint that air bag warning light constantly illuminated. Muller asserted that air bag light problem was repaired. The light again went on as as owner's agent was leaving dealership. Vehicle again returned to Muller on October 23, 2014 with complaint air bag light constantly on since prior alleged repair. Owner spoke with Service Department manager who offered to repair problem if owner shared one half cost of repair, Problem allegedly repaired on this understanding. Within two weeks after alleged repair, airbag light again illuminated and continues to do so to date. See copies of Muller invoices, attached. ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



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



**If so:**

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

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



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

# MULLER

CUSTOMER #: [REDACTED]

\*INVOICE\*



1350 PARK AVENUE WEST  
HIGHLAND PARK, IL 60035  
(847) 433-7900  
www.mullerautogroup.com

PAGE 1

DEERFIELD, IL [REDACTED]  
HOME: [REDACTED] CONT [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5841 KERRY LEINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CAMPANELLA	07	VOLKSWAGEN NEW BEETL	3VWFF31Y87M [REDACTED]	[REDACTED]	38479/38479	TV829	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JUL07 IS			18:00 24JUL14		0.00	CASH	24JUL14
10JUL07 DD							
R.O. OPENED	READY	OPTIONS:	STK: [REDACTED]	ENG: 2.5 LITER	F.I.	TRN: A	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S: AIR BAG LIGHT IS ON  
01 THERE WAS A SPORADIC CODE FOR THE AIR BAG LIGHT, WE ERASED THE CODE AND THE LIGHT HAS STAYED OFF.  
5582 CP 1.00 130.00  
SV VOLKSWAGEN LOYALTY DISCOUNT -10.00  
PARTS: 0.00 LABOR: 130.00 OTHER: -10.00 TOTAL LINE A: 120.00

**PAID**  
JUL 24 2014

B Perform: 27 Point Vehicle Inspection Report - (a \$29.95 value - done as a complimentary / no charge service for Muller Auto Group's valued customers)  
INSPECT DEFAULT (N/C)  
5582 IPS 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER STATES CHECK ENGINE & CRUISE LIGHTS ARE ON. CUSTOMER AUTHORIZES \$130.00 DIAGNOSTIC FEE TO START. DIAGNOSTIC FEE WILL BE WAIVED IN THE CASE THAT REPAIR IS COVERED BY WARRANTY.  
CAUSE: PERFORMED SYSTEM DIAGNOSTICS AND FOUND CODE SES CUSTOMER WAS ADVISED THAT SHE NEEDS A REAR 02 SENSOR, QUOTED 421.23 (N/C)  
5582 IPS 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

CUSTOMER WAS ADVISED THAT SHE NEEDS A REAR 02 SENSOR, QUOTED 421.23. CAR NEEDS FOUR NEW TIRES, QUOTED 950.00 FOR THE CONTINENTAL PRO CONTACT TIRES, AND 149.50 FOR THE ALIGNMENT THE CAR IS ALSO OVER DUE FOR A MAINTENANCE, QUOTED 535.00 FOR THE ALIGNMENT. ALL REPAIRS ALL RECOMMENDATIONS WERE DECLINED

Thank you for servicing your vehicle at Muller Auto Group in Highland Park. Please feel invited to contact the Service Director (FRED BOLENDER) AT (847) 433-7900 With any Questions, Comments or Service Inquiries. \*\*\*COMING SOON to Muller Auto Group - Express Service for your Nissan, VW and Subaru cars\*\*

DEALER IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY THE UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

REPLACED PARTS WILL BE DISCARDED UNLESS REQUESTED AT TIME OF WRITE UP:

Thank you for this opportunity to serve you, and for visiting our award-winning service department. Your complete satisfaction is our goal.

Your Highland Park Motorcars Service Team

**DISCLAIMER OF WARRANTIES**  
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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

Customer Signature

**IMPORTANT**  
You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "EXCELLENT" please contact us immediately. Your satisfaction is our No. 1 concern. THANK YOU. YOUR HIGHLAND PARK MOTORCARS SERVICE TEAM. (847) 433-7900

DESCRIPTION	TOTALS
LABOR AMOUNT	130.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-10.00
TOTAL CHARGES	120.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	120.00

MULLER AUTO GROUP  
1350 PARK AVE WEST  
HIGHLAND PARK IL 60035  
PHONE #(847) 433-7900

TERMINAL ID:  
MERCHANT #:

71845818  
000015960135

VISA

XXXXXX

SWIPED

SALE

BATCH: 00013

THU:

12:13

JUL 24 14

RRN: 4001210954

AUTH: 097740

TRAN SEQ #: 005934

TRANSACTION ID: 454205620047644

APPROVAL

THANK YOU  
HAVE A NICE DAY

9/36 out of 13, please  
CUSTOMER COPY  
Service Mgr

# MULLER

CUSTOMER #: [REDACTED]

\*INVOICE\*



1350 PARK AVENUE WEST  
HIGHLAND PARK, IL 60035  
(847) 433-7900  
www.mullerautogroup.com

DEERFIELD, IL [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 5829 ALAN SHAPIRO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CAMPANELLA	07	VOLKSWAGEN NEW BEETL	3VWFF31Y87M [REDACTED]	[REDACTED]	42600/42605	TV062	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JUL07 IS							
10JUL07 DD			23OCT14		0.00	CASH	23OCT14
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] ENG:2.5_LITER_F.I. TRN:A					
08:00 22OCT14	16:09 23OCT14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S AIR BAG LIGHT IS ON  
01 fault in system for both front crash sensors,  
tech replaced both sensors cleared faults  
and test drove vehicle fault did not retrn  
5531 CP 0.00 0.00 0.00  
2 6Q0-909-606-H SENSOR FOR 83.33 83.33 166.66  
PARTS: 166.66 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 166.66

B Perform: 27 Point Vehicle Inspection Report - (a \$29.95 value - done as a complimentary / no charge service for Muller Auto Group's valued customers)  
CAUSE: Perform: 27 Point Vehicle Inspection Report - (a \$29.95 value - done as a complimentary / no charge service for Muller Auto Group's valued customers)  
INSPECT Perform: 27 Point Vehicle Inspection Report - (a \$29.95 value - done as a complimentary / no charge service for Muller Auto Group's valued customers)  
5531 CP 0.00 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C\*\* CUSTOMER STATES CHECK ENGINE & CRUISE LIGHTS ARE ON. CUSTOMER AUTHORIZES \$130.00 DIAGNOSTIC FEE TO START. DIAGNOSTIC FEE WILL BE WAIVED IN THE CASE THAT REPAIR IS COVERED BY WARRANTY.  
CAUSE: PERFORMED SYSTEM DIAGNOSTICS AND FOUND CODE SES fault in system for rear o2 sensor, tech replaced sensor, test drove vehicle and faults did not return  
5531 CP 0.00 0.00 0.00  
1 N-017-752-2 BULB 2.00 2.00 2.00  
1 1K0-998-262-AE OXY SEN KT 243.80 243.80 243.80  
PARTS: 245.80 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 245.80

D\*\* LABOR CHARGE FOR PART INSTALLATION

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REPLACED PARTS WILL BE DISCARDED UNLESS REQUESTED AT TIME OF WRITE UP:  
Thank you for this opportunity to serve you, and for visiting our award-winning service department. Your complete satisfaction is our goal.  
Your Highland Park Motorcars Service Team

DISCLAIMER OF WARRANTIES  
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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.  
Customer Signature

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

# MULLER

CUSTOMER #: [REDACTED]

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PAGE 2

DEERFIELD, IL [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

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DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JUL07 IS			23OCT14		0.00	CASH	23OCT14
10JUL07 DD							
R.O. OPENED	READY	OPTIONS:	STK:	ENG:	TRN:A		
08:00	22OCT14	16:09	23OCT14				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CAUSE:	GOODWILL						
	00 labor charges for work performed						(N/C)
	5531	WV	3.50				

FC:  
PART#:  
COUNT:  
CLAIM TYPE: 110  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	412.46
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	412.46
LESS INSURANCE	0.00
SALES TAX	33.00
PLEASE PAY THIS AMOUNT	445.46

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Customer Signature

CUSTOMER COPY

MULLER AUTO GROUP  
1350 PARK AVE WEST  
HIGHLAND PARK IL 60035  
PHONE #(847) 433-7900

TERMINAL ID.: 71849965  
MERCHANT #: 000015960135

VISA [REDACTED] EXP: \*\*/\*\* SWIPED  
\*\*\*\*\*  
SALE  
BATCH: 000287 INU: [REDACTED]  
Oct 23, 14 16:35  
RRN: 429621001264 AUTH: 064833C  
TRAN SEQ #: 003501

TRANSACTION ID: 384296777483407

APPROVAL [REDACTED]

TOTAL 345.46

[REDACTED]

THANK YOU  
HAVE A NICE DAY

CUSTOMER COPY