INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

JAN 23 2015

Form Approved: O.M.B. No. 2127-0008

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 ☐
17-NOV-2014	Reference No. 10658518

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City ST LOUIS	State MO	Zip Code [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	Make	Model	Model Year
2V8HW54X79R[redacted]	VOLKSWAGEN	ROUTAN	2009

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
12/2009	Suntrup VW			6	unleaded
Original Owner ☒	Dealer's City Saint Louis	State MO	Zip Code 63123		

Transmission Type			Multiple Failure:	Incident Date(s)
Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	ignition	10-JUN-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 113000 ELECTRICAL SYSTEM: STARTER ASSEMBLY	Failure Mileage	Failure Speed
	130000	parked

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	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 2009 VOLKSWAGEN ROUTAN. THE CONTACT STATED THAT WHEN THE IGNITION KEY WAS DISENGAGED, THE DOORS FAILED TO LOCK. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. IN ADDITION, THE CONTACT STATED THAT THE VEHICLE FAILED TO START WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE STARTER NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE CONTACT RECEIVED A NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V396000 (ELECTRICAL SYSTEM). HOWEVER, THE PART NEEDED TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 130,000.

Please see memo dated 1/12/15 of more details of complaint and invoices of my funded repairs.

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.

January 12, 2015

To: VW Credit
Customer Care
PO Box 3
Hillsboro, Oregon 97123

From: [redacted]
[redacted]
Saint Louis, Missouri [redacted]

CC: VW Group of America Inc
2200 Ferdinand Porsche Dr
Herndon, VA 20171

Re: VW Credit Account [redacted] Customer Care Case# [redacted] & 2009 VW Routan NHTSA Safety Recall 14V-396

In August 2014, I received a Safety Recall (NHTSA 14V-396 attached) regarding a problem with the VW Routan's ignition (WIN Module). There are also recalls with the Chrysler Caravan and Town & Country with the identical problem which is important as the Routan is assembled by agreement between VW and Chrysler . The VW and Chysler assembly agreement has been discontinued by VW which is important because it is probably a reason for the considerable delay in a solution being made available to VW Routan custoers.

We have experienced multiple problems (some safety related) to this faulty ignition which I have outlined in a VW Customer Care ticket (# [redacted]) and will document each problem below in further deail:

1. Car doors won't lock; interior chime sounds and dome remains light after emoving fob from ignition. The ignition behaves as though the fob is left in the ignition; when it's not.
2. Starter failure related to ignition Since replacing the starter this problem hasn't re-ocurred either.

Issue #1

Every time the fob is removed, the interior chime will continue sounding, the interior dome light will remain on and the car doors will not lock because the ignition acts as though the fob is still engaged in the ignition. This prevents us from locking our car while parked which is a serious safety problem. In addition, this defect causes a drain of power on the battery from the dome light remaining on.

On 11/28/14, I went to our Suntrup VW dealer and 'attempted' to have our Routan's ignition replaced, however the new module was also determined to be defective and an additional module had to be

ordered. On 12/23/14, we received a second replacement WIN module and for now, #1 seems to be addressed. We had to pay $842.92 out-of-pocket for this repair.

I was informed by VW Customer care the new WIN module repair on 12/23/14 wouldn't be reimbursed by VW because a replacement part hasn't been identified and VW Customer care believes problem #1 is unrelated to the NHTSA recall. My arguent is the WIN module has been identified to be faulty which resulted in a recall and a reasonable person would conclude a faulty part not only could cause the failures resulting in the recall, but other problems like we experienced. If a repair solution for the recall was available, I wouldn't be experiencing the problems as outlined in #1 and wouldn't have had to pay $842.92 out-of-pocket.

Issue #2

The behavior with this next issue seems related to the ignition and has not repeated since the ignition was replaced on 12/23/14. After parking and turning the car off then attempting to start the car we had plenty of batter power, but the ignition would just make a "click, click" sound. We found a couple odd ways of restarting when this happens: 1) put the car in drive, then back to park and restart, or 2) aggressively turn the steering wheel while attempting to start the car and 'sometimes' that would also allow the card to start. We also payed out of our own pocket to fix this issue which totaled $946.37 from our repair shop (invoices attached). We found multiple other Routan customers with the exact same behavior (see below).

[redacted]

PLANNED FOLLOW-UPS:

1. I have paid 70 of the 72 Routan payments to VW Credit, but because VW's inability to arrive at a correction to the faulty ignition WIN module since announcing the recall in August 2014, I will deduct my out-of-pocket expenses for the ignition repairs ($842.92) from the balance of my remaining 2 VW Credit payements ($947.16) and pay $104.24 as my final obligation on the 2009 Routan (acct#[redacted]) to VW Credit. VW Credit after cashing this check for $104.24 is agreeing to this proposal and should subsequently forward my ownership credentials for this car.

2. I have opened a compliant with the NHSA (Compliant #NVS-216rr) regarding my concerns of the extensive safety issues related to this recall, the unreasonable delay and lack of progress by VW and Chrysler at arriving at a repair.
3. I will continue to update a blog with these related issues (http://www.carcomplaints.com/Volkswagen/Routan/2009/accessories-interior/ignition_switch_faulty_wont_turnover_b_c_steering_wheel_turned_slightly.shtml)
4. If VW Credit chooses to sully my credit score regaring my VW Credit acount, I will dispute with credit bureaus Transunion, Equifax & Experian with all the necessary documentation showing my consistent payments until this safety recall and VW's failure to remedy, my reasonable attempt to negotiate, VW's failure to fix this serious safety issue with the Routan.

ATTACHMENTS:

- NHTSA 14V-396 recall notice
- NHTSA Compliant
- Suntrup VW 12/23/14 Module replacement bill
- Rasch Automotive Service Center starter and battery replacement bill

IMPORTANT SAFETY RECALL

Das Auto.

Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

August 2014

[redacted]

SAINT LOUIS, MO [redacted]

This notice applies to your vehicle: 2V8HW54X79R[redacted]

NHTSA: 14V-396

Subject: **Safety Recall - Ignition Switch**
2009 Model Year Volkswagen Routan

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 certain 2009 model year Volkswagen Routan vehicles. Our records show that you are the owner of a vehicle affected by this action.

IMPORTANT

- PARTS ARE NOT CURRENTLY AVAILABLE. When the parts to repair your vehicle become available, Volkswagen will notify you with a second letter. At that time, you will be able to schedule a repair appointment with your authorized Volkswagen dealer.
- **Until this repair has been completed, remove *all* objects from the key fob (such as additional keys, key chains, etc.). This may help lessen the likelihood that the vehicle will experience the problem described in this recall.**
- Additionally, the driver should ensure that the key is securely and correctly positioned in the RUN position before driving the vehicle.
- The recall repair will be performed for you free of charge.

What is the issue? Some vehicles may experience inadvertent ignition key displacement from the run to accessory position while driving, causing the engine and passive restraint system – including the airbags – to shut off, increasing the risk of a crash and personal injury to vehicle occupants.

What will we do? PARTS ARE NOT CURRENTLY AVAILABLE. However, when parts become available, Volkswagen will notify you with a second letter. Your authorized Volkswagen dealer will install an ignition switch repair kit. This work will be performed for you free of charge.

IMPORTANT SAFETY RECALL

What should you do?

When Volkswagen notifies you that parts are available, please contact your authorized Volkswagen dealer without delay to schedule this recall repair.

Until this repair has been completed, remove *all* objects from the key fob (such as additional keys, key chains, etc.). This may help lessen the likelihood that the vehicle will experience the problem described in this recall. Additionally, the driver should ensure that the key is securely and correctly positioned in the RUN position before driving the vehicle.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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.

Can we assist you further?

When parts are available, 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 (Ignition Switch)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-893-5298
www.vw.com

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the ***Recall/Service Campaign Lookup*** tool at www.vw.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

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 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.

Sincerely,

Volkswagen Product Compliance

SUNTRUP
NISSAN • VOLKSWAGEN

6000 S. Lindbergh Blvd.
St. Louis, MO 63123
(314) 892-8200
Fax: (314) 892-8776
www.suntrup.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 12:00 a.m.
Monday - Thursday
8:00 a.m. to 10:00 p.m. Friday

R/O Open Date	R/O Number
11/18/14	[redacted]
R/O Close Date	**Status**
12/23/14	Pre-Invoice
Mileage In	**Mileage Out**
131359	132611
Service Adviser / Tag #	
Riemer, David/446P	

	Work Phone	Vehicle Identification Number
[redacted]	[redacted]	2V8HW54X79R[redacted]
KIRKWOOD, MO [redacted]	**Home Phone**	**Delivery Date** / **In-Service Date**
	[redacted]	1/02/09

Year	Make	Model	Body	Color	License Number
2009	VOLKSWAGEN	ROUTAN		ATLANTISBL	

[redacted]

DESCRIPTION OF SERVICE AND PARTS				AMOUNT
Email: [redacted]				
#1 - Customer Reports: CUSTOMER STATES THE CHIME SOUNDS AFTER THE KEY IS REMOVED FROM THE IGNITION, AND THE DOOR WILL NOT L OCK. RELATED TO THE RECALL? ADVISE				
Work performed by PAT HOFFMAN	(016)			68.65
Work performed by James Wilson	(116)			329.96
Installed 7B0998021S :repair kit		7B0	1@385.00	385.00
2V8HW54X79R[redacted]				
REPLACED FAILED WIN MODULE AND TRIED TO PROGRA, IT WILL NOT COMMUNICATE AT ALL. ORDERED A NEW MODULE				
CASE#[redacted]				
Sub Total: 783.61				
#2 * AOR: AUTO ONE RENTAL - PER DAY CHARGE				
Work performed by 16560 :		Labor::		SRV POLICY
Work performed by 16560 :		Parts:		SRV POLICY
#3 * Customer Reports: THE NEW WIN MODULE WOULD NOT COMMUNICATE TO ACCEPT A PIN. HAD TO ORDER A NEW WIN MODULE AND INSTALL.				
Corrected by IGNITION STARTER SWITCH REPLACE				
Work performed by James Wilson	(116)			Warranty
Installed 7B0998021S :repair kit			Qty: 1	Warranty
WHEN NEW WIN MODULE WAS INSTALLED HAD NO COMMUNICA TION, WAS UNABLE TO PROGRAM PIN NUMBER AND GET VEH ICLE TO RUN, NEW PART INSTALLED WAS BAD. ORDERED NEW WIN MODULE AND INSTALLED, WAS ABLE TO PROGRAM				

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.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2011 DEALERTRACK SYSTEMS, Inc. • Dealership Verification Group (800) 845-1026

SUNTRUP
NISSAN • VOLKSWAGEN

6000 S. Lindbergh Blvd.
St. Louis, MO 63123
(314) 892-8200
Fax: (314) 892-8776
www.suntrup.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 12:00 a.m.
Monday - Thursday
8:00 a.m. to 10:00 p.m. Friday

R/O Open Date	R/O Number
11/18/14	[redacted]
R/O Close Date	**Status**
12/23/14	Pre-Invoice
Mileage In	**Mileage Out**
131359	132611
Service Advisor / Tag #	
Riemer, David/446P	

	Work Phone	Vehicle Identification Number
[redacted]	[redacted]	2V8HW54X79R[redacted]
KIRKWOOD, MO [redacted]	**Home Phone**	**Delivery Date** / **In-Service Date**
	[redacted]	1/02/09

Year	Make	Model	Body	Color	License Number
2009	VOLKSWAGEN	ROUTAN		ATLANTISBL	

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
PIN NUMBER AND COMMUNICATE WITH MODULE AND GOT VEH ICLE TO RUN, ALL ELECTRICAL FUNCTIONS OF NEW KEY F OBS OPERATING AS DESIGNED AT THIS TIME. ********** * ALL CORES MUST BE RETURNED IN ORIGINAL PACKAGE * **********	

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.

LABOR	398.61
PARTS	385.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	30.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	29.31
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	842.92

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2011 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 946-3525

314-821-3377

AUTOMOTIVE SERVICE CENTER

email: raschservice@raschservice.com

Invoice [redacted]

Date 06-04-2014

[redacted]

KIRKWOOD, MO [redacted]

Home [redacted] Work

Model 2009 Volkswagen Routan SEL 4.0L V6 SOHC 24V

Color Blue PO #

Vin 2V8HW54X79R [redacted]

License [redacted] Mileage In 124772

Unit Mileage Out 124773

Code	Qty.	Part Number	Description	Each	Total
			All Exterior Lights Function Properly		
			Engine Oil Full		
			TOWED IN		
N	1	TOW	VEHICLE TOW	99.95	99.95
			Subtotal for Towing or Road Service		**99.95**
			CUSTOMER STATES SHE WENT TO WEST COUNTY MALL, CAME OUT AND VEHICLE WOULD NOT START. TEST AND ADVISE		
L			ATTEMPTED TO START ENGINE. HEARD A VERY FAINT CLICK WHEN ATTEMPTING TO START. CUSTOMER STATED THAT SMOKE WAS COMING FROM UNDER THE HOOD. INSPECTED UNDER HOOD. NO DAMAGE FOUND AT BATTERY CABLES. INSPECTED UNDER VEHICLE. NO VISIBLE SIGNS OF ELECTRICAL OVER HEATING. CHECKED VOLTAGE AT STARTER START TERMINAL. READING 11.90V. CHECKED BATTERY CABLE VOLTAGE DROP WHILE IN THE CRANK POSITION. POSITIVE CABLE READING 6.2mV DROP. NEGATIVE CABLE READING 12mV DROP. RECOMMEND REPLACING STARTER ASSEMBLY.	62.50	
P	1	7B0-911-02	NEW STARTER ASSEMBLY	349.63	349.63
L			REPLACED STARTER MOTOR ASSEMBLY. CHECKED OPERATION. OK. TEST DROVE VEHICLE. OK.	137.40	
			Subtotal for Starting and Charging Systems		**549.53**
			From Control# [redacted] Date 02-07-2014 RECOMMEND BATTERY REPLACEMENT.		
			SLIGHT PLAY IN LEFT FRONT OUTER TIRE ROD END		
			SLIGHT PLAY IN RIGHT FRONT INNER TIE ROD		

Service History	Miles	Date	Next Service
Oil Change Service	119215	02/07/14	124215 08-06-2014
Battery	124758	06/02/14	N/A 06-01-2019
Missouri State Inspection	No Record of Service		
Air Filter Service	115381	11/27/13	135381 11-17-2015
Cabin Air Filter	No Record of Service		
Cooling System Service	No Record of Service		
Transmission Service	No Record of Service		
Front Brake Service	No Record of Service		
Rear Brake Service	No Record of Service		
Rotate and Balance Tires	120441	03/18/14	127941 N/A
Alignment	120441	03/18/14	N/A 03-18-2015
Air Induction Service	No Record of Service		

Past Due= Red Due Soon= Green **Not Due= Black**

Warranty Code Information
L - Labor - 12 months or 12,000 miles
N - No warranty
P - Parts -12 Months or 12,000 Miles

This warranty is limited to the work mentioned on this form only and is not transferable. Vehicle must be returned to our workshop at customer's expense to honor warranty. Warranty is void in case of misuse and/or neglect.

Payments
643.61 - Mastercard/Visa

Thank you for your business. We look forward to seeing you in the future. If you should have any questions or concerns about the repairs made to your vehicle please contact us.

Department	Sale
Labor	199.90
Sublet Labor	99.95
Parts	349.63
Shop Supplies	13.74
Discount	-50.00
Environmental fees	0.00
SUB TOTAL	**613.22**
Sales Tax	30.39
Excise Tax	0.00
TOTAL	**643.61**
BALANCE	**0.00**

314-821-3377

AUTOMOTIVE SERVICE CENTER

www.raschservice.com
email: raschservice@raschservice.com

Invoice [redacted]

Date 06-02-2014

[redacted]

Model 2009 Volkswagen Routan SEL 4.0L V6 SOHC 24V

KIRKWOOD, MO [redacted]

Color Blue **PO #**

Home [redacted] **Work**

Vin 2V8HW54X79R[redacted]

License [redacted] **Mileage In** 124758

Unit **Mileage Out** 124758

Code	Qty.	Part Number	Description	Each	Total
			From Control# [redacted] Date 02-07-2014 RECOMMEND BATTERY REPLACEMENT.		
			SLIGHT PLAY IN LEFT FRONT OUTER TIRE ROD END		
			SLIGHT PLAY IN RIGHT FRONT INNER TIE ROD		
			All Exterior Lights Function Properly		
			Engine Oil Full		
			TOWED IN		
N	1	TOW	VEHICLE TOW	109.95	109.95
			Subtotal for Towing or Road Service		**109.95**
			CUSTOMER STATES VEHICLE TRIES TO START,BUT WILL NOT START. TEST AND ADVISE		
L			ATTEMPTED TO START ENGINE. STARTER CLICKS MULTIPLE TIMES. APPLIED JUMPER BOX TO BATTERY. STARTED ENGINE. ENGINE STARTED OK. NOTICED MIL ON. CHECKED CHARGING SYSTEM OUTPUT. CHARGING 14.18V / 20A AT IDLE, NO LOAD. CHARGING 12.65V / 155A AT 2,000 RPM, LOADED. CHECKED CONDITION OF BATTERY. BATTERY APPEARS TO BE LEAKING ACID AT POSTS AND FROM VENTS. CHECKED SPECIFIC GRAVITY OF ALL CELLS. FROM NEGATIVE POST TO POSITIVE POST; 1275, 1300, 1300, 1275, 1300, 1300. READING INDICATE THAT BATTERY IS FULLY CHARGED. LOAD TESTED BATTERY. LOW VOLTAGE READING OF 9.5V AT 300A FOR ABOUT 5 SECONDS. RECOMMEND REPLACING BATTERY.	57.25	
			Subtotal for Starting and Charging Systems		**57.25**
B	1	34PS	AC DELCO PROFESSIONAL SERIES BATTERY WITH A 30 MONTH FREE REPLACEMENT WARRANTY	110.95	110.95
L			REPLACED BATTERY. CHECKED PARASITIC BATTERY DRAIN. READING 216mA. ALLOWED TIME FOR CONTROL MODULES TO ENTER SLEEP MODE. RECHECKED DRAIN. READING 6.9mA. PARASITIC BATTERY DRAIN IS OK. RECHECKED CHARGING SYSTEM. CHARGING 14.18V / 8A AT IDLE, NO LOAD. CHARGING 11.42V / 156A AT 2,000 RPM, LOADED. OK NOTICED STARTED SOUNDED LIKE IT WAS CRANKING A LITTLE SLOW. CHECKED CRANKING CURRENT DRAW. STARTER IS DRAWIN 295A. SPECIFICATIONS ARE 125 - 250A.	34.35	
			Subtotal for Battery		**145.30**

Service History	Miles	Date	Next Service
Oil Change Service	119215	02/07/14	124215 08-06-2014
Battery	124758	06/02/14	N/A 06-01-2019
Missouri State Inspection	No Record of Service		
Air Filter Service	115381	11/27/13	135381 11-17-2015
Cabin Air Filter	No Record of Service		
Cooling System Service	No Record of Service		
Transmission Service	No Record of Service		
Front Brake Service	No Record of Service		
Rear Brake Service	No Record of Service		
Rotate and Balance Tires	120441	03/18/14	127941 N/A
Alignment	120441	03/18/14	N/A 03-18-2015
Air Induction Service	No Record of Service		

Past Due= Red Due Soon= Green **Not Due= Black**

Warranty Code Information
B - Battery - PS Series 30 Month Free Replacement and PG 42 Month Free Replacement By Manufacturer
L - Labor - 12 months or 12,000 miles
N - No warranty

This warranty is limited to the work mentioned on this form only and is not transferable. Vehicle must be returned to our workshop at customer's expense to honor warranty. Warranty is void in case of misuse and/or neglect.

Payments
302.76 - Mastercard/Visa

Thank you for your business. We look forward to seeing you in the future. If you should have any questions or concerns about the repairs made to your vehicle please contact us.

Department	Sale
Labor	91.60
Sublet Labor	109.95
Battery	110.95
Shop Supplies	5.06
Discount	-25.00
Environmental fees	0.00
SUB TOTAL	**292.56**
Sales Tax	9.70
Excise Tax	0.50
TOTAL	**302.76**
BALANCE	**0.00**

RASCH
Est. 1944
AUTOMOTIVE SERVICE CENTER

11149 Manchester Road
Kirkwood, MO 63122
314-821-3377

www.raschservice.com
email: raschservice@raschservice.com

Invoice [redacted] **Date** 06-02-2014

[redacted]

KIRKWOOD, MO [redacted]

Home [redacted] **Work** - -

Model 2009 Volkswagen Routan SEL 4.0L V6 SOHC 24V
Color Blue **PO #**
Vin 2V8HW54X79R[redacted]
License [redacted] **Mileage In** 124758
Unit **Mileage Out** 124758

Code	Qty.	Part Number	Description	Each	Total
			From Control# - [redacted] Date 02-07-2014 RECOMMEND BATTERY REPLACEMENT.		
			SLIGHT PLAY IN LEFT FRONT OUTER TIRE ROD END		
			SLIGHT PLAY IN RIGHT FRONT INNER TIE ROD		
			All Exterior Lights Function Properly		
			Engine Oil Full		
			TOWED IN		
N	1	TOW	VEHICLE TOW	109.95	109.95
			Subtotal for Towing or Road Service		**109.95**
			CUSTOMER STATES VEHICLE TRIES TO START,BUT WILL NOT START. TEST AND ADVISE		
L			ATTEMPTED TO START ENGINE. STARTER CLICKS MULTIPLE TIMES. APPLIED JUMPER BOX TO BATTERY. STARTED ENGINE. ENGINE STARTED OK. NOTICED MIL ON. CHECKED CHARGING SYSTEM OUTPUT. CHARGING 14.18V / 20A AT IDLE, NO LOAD. CHARGING 12.65V / 155A AT 2,000 RPM, LOADED. CHECKED CONDITION OF BATTERY. BATTERY APPEARS TO BE LEAKING ACID AT POSTS AND FROM VENTS. CHECKED SPECIFIC GRAVITY OF ALL CELLS. FROM NEGATIVE POST TO POSITIVE POST; 1275, 1300, 1300, 1275, 1300, 1300. READING INDICATE THAT BATTERY IS FULLY CHARGED. LOAD TESTED BATTERY. LOW VOLTAGE READING OF 9.5V AT 300A FOR ABOUT 5 SECONDS. RECOMMEND REPLACING BATTERY.		57.25
			Subtotal for Starting and Charging Systems		**57.25**
B	1	34PS	AC DELCO PROFESSIONAL SERIES BATTERY WITH A 30 MONTH FREE REPLACEMENT WARRANTY	110.95	110.95
L			REPLACED BATTERY. CHECKED PARASITIC BATTERY DRAIN. READING 216mA. ALLOWED TIME FOR CONTROL MODULES TO ENTER SLEEP MODE. RECHECKED DRAIN. READING 6.9mA. PARASITIC BATTERY DRAIN IS OK. RECHECKED CHARGING SYSTEM. CHARGING 14.18V / 8A AT IDLE, NO LOAD. CHARGING 11.42V / 156A AT 2,000 RPM, LOADED. OK NOTICED STARTED SOUNDED LIKE IT WAS CRANKING A LITTLE SLOW. CHECKED CRANKING CURRENT DRAW. STARTER IS DRAWIN 295A. SPECIFICATIONS ARE 125 - 250A.		34.35
			Subtotal for Battery		**145.30**

Service History	Miles	Date	Next Service
Oil Change Service	119215	02/07/14	124215 08-06-2014
Battery	124758	06/02/14	N/A 06-01-2019
Missouri State Inspection	No Record of Service		
Air Filter Service	115381	11/27/13	135381 11-17-2015
Cabin Air Filter	No Record of Service		
Cooling System Service	No Record of Service		
Transmission Service	No Record of Service		
Front Brake Service	No Record of Service		
Rear Brake Service	No Record of Service		
Rotate and Balance Tires	120441	03/18/14	127941 N/A
Alignment	120441	03/18/14	N/A 03-18-2015
Air Induction Service	No Record of Service		

Past Due= Red **Due Soon= Green** **Not Due= Black**

Warranty Code Information
B - Battery - PS Series 30 Month Free Replacement and PG 42 Month Free Replacement By Manufacturer
L - Labor - 12 months or 12,000 miles
N - No warranty

This warranty is limited to the work mentioned on this form only and is not transferable. Vehicle must be returned to our workshop at customer's expense to honor warranty. Warranty is void in case of misuse and/or neglect.

Payments
327.76 - Mastercard/Visa

Thank you for your business. We look forward to seeing you in the future. If you should have any questions or concerns about the repairs made to your vehicle please contact us.

Department	Sale
Labor	91.60
Sublet Labor	109.95
Battery	110.95
Shop Supplies	5.06
Other	0.00
Environmental fees	0.00
SUB-TOTAL	**317.56**
Sales Tax	9.70
Excise Tax	0.50
TOTAL	**327.76**
BALANCE	**0.00**