MAR 16 2015

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

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 ☐
07-JAN-2015	Reference No. 10670598

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City EAST NORTHPORT	State NY	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
1VWCN7A35CC[redacted]	VOLKSWAGEN	PASSAT	2012

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
5/2012	Donaldson'S				Diesel
Original Owner ☒	Dealer's City Sayville	State NY	Zip Code		

Transmission Type	☐ Antilock Brakes ☑ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 20-NOV-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 162300 STRUCTURE: BODY: DOOR , 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH	Failure Mileage 63000	Failure Speed

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 2012 VOLKSWAGEN PASSAT. THE CONTACT STATED THAT THE DRIVER¿S SIDE DOOR FAILED TO OPEN FROM THE INSIDE AND THE OUTSIDE OF THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 63,000.

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.

5001270
DONALDSONS
5700 SUNRISE HWY
SAYVILLE, NY 11782
(631)567-6400

Term ID: 001
Clerk ID: 117

Ref #: 004

Sale

XXXXXXXXXXX[redacted]
AMEX Entry Method: Swiped

01/10/15 09:54:05
Inv #: 000004 Appr Code: 564268
Apprvd: Online Batch#: 000577
Cust #: 4
Order #: 287666
Zip Code:

Total: $ 107.81

Customer Copy
THANK YOU!

"The Smart Choice"

DONALDSONS

5700 Sunrise Highway
Sayville, NY 11782
PH: (631) 567-9200 Fax: (631) 589-0111
Website: www.donaldsonsvw.com

SUBARU
NYS R/S # R 7036770

Cashiered Date: 01/10/2015 10:22:24 AM

** In Progress **

SO #: [redacted]
Tag #:

* Service Invoice Customer Copy *

Auth#:

Customer No: [redacted]4	Advisor: FREDERICK RENZ	Invoice Date: 01/10/2015	Term: CASH		
[redacted]	License No	Odometer In	Odometer Out	Delivery Date	Stock No
E NORTHPORT, NY [redacted]	[redacted]	65922	65923	05/19/2012	[redacted]
Home: [redacted] Bus: (000) 000-0000	Year / Make	Model	Model No		Color
Cell: (000) 000-0000 Today: [redacted]	2012 VOLKSWAGEN	PASSAT	A3277M		BL
Email: [redacted]	Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
	1VWCN7A35CC[redacted]	DONALDSONS INC.	01/10/2015	05/19/2012	6
	Fleet #				

Request/Concern	Type	CSR#	Amount
INSPECTION REPORT			
Technician 10 Matthew			

Request Total	0.00

LABOR	194.80
PARTS	216.46
SUPPLIES	0.00
DISCOUNT	9.46
SUBTOTAL	**401.80**
SALES TAX	7.81
TOTAL INVOICE	**409.61**

PRESENT THIS RECEIPT AT DONALDSONS PARTS & ACCESSORY DEPARTMENT AND RECEIVE $5.00 OFF YOUR NEXT PURCHASE OF $20.00 OR MORE - PROMO CODE " GIFT "

Jm+A pays - 301.80

Customer pays - 107.81

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. SEE SERVICE MANAGER FOR A COPY OF WARRANTY.

I ACKNOWLEDGE THE COMPLETION OF THE ABOVE STATED WORK AND THE RETURN OF MY VEHICLE.

X_____

"The Smart Choice"

DONALDSONS

5700 Sunrise Highway
Sayville, NY 11782
PH: (631) 567-9200 Fax: (631) 589-0111
Website: www.donaldsonsvw.com

SUBARU
NYS R/S # R 7036770

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Page 1

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[redacted]
E NORTHPORT, NY [redacted]
Home: [redacted] Bus: (000) 000-0000
Cell: (000) 000-0000 Today: [redacted]
Email: [redacted].COM

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	65922	65923	05/19/2012	[redacted]

Year	Make	Model	Model No	Color
2012	VOLKSWAGEN	PASSAT	A3277M	BL

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1VWCN7A35CC[redacted]	DONALDSONS INC.	01/10/2015	05/19/2012	6

Fleet #

	Request/Concern			Type	CSR#	Amount
1	MISC	CUSTOMER STATES DRIVERS DOOR WILL NOT OPEN FROM OUTSIDE OR INSIDE. CHECK AND REPORT				
	57171950	DOOR LATCH REMOVE AND INSTALL		CJMA	117	35.55
	57175550	DOOR LOCK REPLACE		CJMA	117	11.85
	70591900	REMOVE AND INSTALL FRONT DOOR TRIM PANEL		CJMA	117	47.40
	DED	DEDUCTIBLE		CS	117	100.00
	1	5K1837015E	LATCH	CWT		207.00
	1	5K0837349B	CAP	CWT		9.46
		Technician	**10 Matthew**			
	Cause:	TECHNICIAN CHECKED OPERATION OF DRIVERS FRONT DOOR AND VERIFIED CUSTOMERS CONCERN. REMOVED DOOR PANEL AND FOUND DOOR LATCH MECHANICAL FAULTY.				
	Correction:	REMOVE AND REPLACED DRIVERS SIDE FRONT DOOR LATCH ASSEMBLY AS NEEDED. CHECKED OPERATION AFTER REPAIRS --- ALL OK JM&A AUTH # 69890126A TOTAL $ 301.80				
					Request Total	**411.26**
2	23N5	PERFORM Emissions Service Action 23N5 - 2012-2014 Passat with 2.0L TDI® Clean Diesel Engine ECM Software Update				
	23602599	UPDATE ECM SOFTWARE		WV2	117	
		Technician	**10 Matthew**			
					Request Total	**0.00**
3	SXINSP	VOLKSWAGEN SERVICE XPRESS INSPECTION				
	SXINSPC	COMPLETED SERVICE EXPRESS INSPECTION: SEE RESULTS ON ATTACHED INTERACTIVE VEHICLE		IDC	117	

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X_____

[redacted]

E. Northport NY [redacted]

STATEN ISLAND NY 117

24 FEB 2015 PM 1 L

W48-226

National Highway Traffic
+ Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

20590