JUN 17 2015

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: 30-APR-2015	Repository ☐
	Reference No. 10713742

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]		Evening Telephone Number	
City ROBBINSVILLE	State NJ	Zip Code [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
1VWBP7A3XCC[redacted]	VOLKSWAGEN	PASSAT	2012

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
6/2013	SOUTHERN SALES				Regular Gas
Original Owner ☐	Dealer's City Trenton	State NJ	Zip Code 08628		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 02-FEB-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS	Failure Mileage	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 HORN FAILED TO WORK AND THE CLOCK SPRING FAILED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO DIAGNOSED THAT THE CLOCK SPRING NEEDED TO BE REPLACED. THE VEHICLE WAS NOT INCLUDED IN NHTSA ACTION NUMBER: PE15010 (AIR BAGS, ELECTRICAL SYSTEM). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE.

48,283 miles [redacted]

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

Key TPMS 1113

CUSTOMER #: [redacted]

[redacted]

[redacted]

EWING, NJ

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL: [redacted]

Flemington VOLKSWAGEN

INVOICE

DUPLICATE 1
PAGE 1

213 Route 202
Flemington, NJ 08822
Service Direct: (908) 782-6603
Sales: (908) 782-2400
Fax: (908) 782-8241
www.flemington.com

SERVICE ADVISOR: 7956 BENJAMIN CASTERLINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	VOLKSWAGEN PASSPORT	1VWBP7A3XCC[redacted]		48305/48311	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 IS 01JAN12 DD			16:30 27APR15		0.00	CASH	27APR15

R.O OPENED	READY	OPTIONS:
24APR15	27APR15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S THAT THEY INSTALLED A NEW CLOCK SPRING. NEED TO PROGRAM NEW PART			
51VWZ BODY ELECTRICAL			
939 CCV		112.88	112.88
PARTS: 0.00 LABOR: 112.88 OTHER: 0.00 TOTAL LINE A:			112.88
48305 PRORGAM AND CALIBRATED CLOCK SPRING			
**********			
B MPI VISUAL INSPECTION			
00VWZZMP MPI VISUAL INSPECTION			
939 CCV		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			

EST: 0.00

24APR15 13:26 SA: 7956

YOUR NEXT SERVICE APPOINTMENT IS SET FOR

DATE _____ TIME _____ MILEAGE _____

ALL CUSTOMERS

SCHEDULE YOUR APPOINTMENT EASILY ONLINE AT

FLEMINGTONVW.COM FLEMINGTONAUDI.COM

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

AUTHORIZED SIGNATURE	CUSTOMER SIGNATURE

IMPORTANT

THANK YOU FOR CHOOSING OUR SERVICE DEPARTMENT. YOU WILL BE RECEIVING A SURVEY SHORTLY. WE WOULD APPRECIATE YOU GIVING US A "COMPLETELY SATISFIED" RATING. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER THANK YOU.

DESCRIPTION	TOTALS
LABOR AMOUNT	112.88
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	112.88
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	112.88

REPAIR ORDER [redacted]

SOUHEIL SALIBA

1723 North Olden Ave.
Trenton, NJ 08638
Phone (609) 882-5937

We Recommend The Following Repairs:

ESTIMATE:

6/12 1VWBP7A3XCC[redacted]

Name [redacted] Date 4-23-15

Address City

Business Phone [redacted] Home Phone

Year	Make	Model	License		Motor No.
12	VW	passat		[redacted]	

Qty.	Part No.	Description	Amount
1	clock	spring	295.00

OPERATOR	TIME UNITS	DESCRIPTION
[illegible]	3.0	Replace clock spring
		(Found code for Evap leak cust know gas cap is Broke)
		Send out to Dealer to program

✓	OP
	Lubrication
	Change Oil
	Change Tran
	Change Diff
	Front End A
	Pack Wheel
	Adjust Brak
	Adjust Clut
	Rotate Tire
	Wash
	Polish
	Other
	Call When F

Saliba Foreign Car Repa
1723 North Olden Ave.
Trenton, NJ 08638

TERMINAL I.D.: 025900
MERCHANT #: 8829012532980 2

VISA
[redacted]
SALE
BATCH: 0662
DATE: APR 28, 15
RRN: 06620001
INVOICE: 000001
TIME: 13:56
AUTH NO: 031216

TOTAL $708.54

[redacted]

CUSTOMER COPY

COMPRESSION (1) (2) (3) (4) (5) (6) (7) (8)

P.O. No.	Sublet Repair	
	Sublet Flemington	112.88

Qts. Motor Oil

Pts. Trans. Oil

Service Advisor OK

Quality Control OK

NOT RESPONSIBLE FOR ANY PERSONAL ITEMS LEFT IN VEHICLE
I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. STORAGE WILL BE CHARGED FORTY-EIGHT HOURS AFTER REPAIRS ARE COMPLETED. IN THE EVENT LEGAL ACTION IS NECESSARY TO ENFORCE THIS CONTRACT, I WILL PAY REASONABLE ATTORNEY'S FEES AND COURT COSTS.

SIGNED X

Terms: STRICTLY CASH Unless Arrangements Made.

DESCRIPTION	SALES
Mech Lube & Labor	255.00
Other Shop Labor & Mat.	295.00
Parts & Access.	
Gas, Oil, Grease	
Sublet	112.88
Subtotal	662.20
Sales Tax	46.34
E.P.A./Waste Disposal	
Total Charge Sales	
Total Cash Sales	708.54