

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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 16-OCT-2015		Repository ☐ Reference No. 10782834	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]					
Address [REDACTED]					
City RIVERPOOL		State NY		Zip Code [REDACTED]	
Daytime Telephone Number [REDACTED] E-mail Address [REDACTED] Evening Telephone Number [REDACTED]					
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3VW1K7AJXBM [REDACTED]			Make VOLKSWAGEN		Model Year 2011
Date Purchased		Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐		Dealer's City		State	Zip Code
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure: Incident Date(s) 04-JUL-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: VISIBILITY/WIPER (PWS), FUEL/PROPULSION SYSTEM (PWS)				Failure Mileage 38000	Failure Speed 40
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	
				Number of Deaths	
				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 2011 VOLKSWAGEN JETTA. THE CONTACT STATED THAT WHILE DRIVING AT 40 MPH, THE VEHICLE JERKED, THE CHECK ENGINE WARNING INDICATOR ILLUMINATED, AND THE VEHICLE STALLED. THE VEHICLE WAS RESTARTED, BUT THE FAILURE RECURRED. THE WAS TAKEN TO A DEALER FOR DIAGNOSTIC TESTING. THE MECHANIC STATED THAT THE FUEL INJECTOR SYSTEM FAILED. FOUR INJECTORS, THE FUEL RINGS, THE IGNITION COIL, AND THE WIRES WERE REPLACED. THE CONTACT STATED THAT THE WINDSHIELD WIPERS FAILED TO OPERATE. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE WINDSHIELD WIPER MOTOR FAILED. THE WINDSHIELD WIPER MOTOR WAS REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 38,000.					
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.					



Driver's Village, Inc
DBA Burdick Volkswagen
5885 East Circle Drive, Suite 305
Cicero, New York 13039
Telephone # (315) 699-2661
Facility ID # 7100365

SERVICE DEPARTMENT HOURS
7:30 a.m. to 7:00 p.m.
Monday - Thursday
Friday 7:30 a.m. to 6:00 p.m.
Saturday 8:00 a.m. to 4:00 p.m.

R/O Open Date	R/O Number
9/08/15	
R/O Close Date	Status
9/08/15	Pre-Invoice
Mileage In	Mileage Out
39838	39839
Service Advisor / Tag #	
SERGII VASYLEVS/235*W*	
Vehicle Identification Number	
3VW1K7AJXBM	
Delivery Date	In-Service Date
6/19/14	4/28/11
Color	License Number
BLACK	

LIVERPOOL, NY

Year	Make	Model	Body	Color	License Number
2011	VOLKSWAGEN	JETTA	4DSD	BLACK	

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell: Email:

#1 - Customer Reports:

WIPERS WORK ONLY ON HIGH SPEED AND NEED TO BE FIX

Work performed by Richard Vose (588)

Installed 5C7955113D :WIPERMOTOR

1@231.13

PERFORMED TECHNICAL DIAG AND FOUND WIPER SWITCH
INSIDE THE MOTORS IS FAULTY REMOVED AND REPLACED

WIPER MOTOR TESTED OK NOW

Sub Total: 384.13

153.00
231.13

#2 - Customer Reports:

BEST NUM MAIN

ALT WAIT

Sub Total: .00

40,000 miles and
Wiper switch goes bad
Cost 384.

15% of Audi Maintenance

-57.62

Currently for last 6 months
water leaking from under dash
when it rains. they said
floor in hour to 9-10 hrs to
find leak, maybe.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I Hereby Authorize the Repair work herein set forth to be done along with the necessary material at the agreed price which will not exceed the estimate without my consent. I also agree that you are 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 unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/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 there to." **DISCLAIMER OF WARRANTIES.** These repairs are covered by a limited warranty, 90 days or 4,000 miles, whichever comes first. seller hereby limits implied warranties to the same period.

TERMS: Strictly cash or acceptable credit card.
Arbitration: Any dispute arising under this Agreement shall be resolved by binding arbitration conducted in accordance with the Commercial Arbitration Rules of the American Arbitration Association ("AAA") then in effect (as such rules may be modified by the manual agreement of the parties and the arbitrator selected). The arbitration shall be conducted in Onondaga County, New York, by a single arbitrator mutually accepted to the parties. In the event that the parties cannot agree on a single arbitrator, one shall be appointed by the AAA. The decision of the arbitrator shall be based on applicable law, and the arbitrator shall have no authority to award punitive damages. Judgement on the arbitration award may be entered by any court (state or federal) having jurisdiction over the such award. The parties, shall share equally the cost of the arbitration, including the fees of the arbitrator, and each party shall bear its own attorneys' fees, that fees and expenses to be awarded to the prevailing party. In the event the arbitrator determines that the claims asserted are, on the whole, frivolous or lacking substantial merit, the arbitrator shall award attorneys' fees and expenses to the prevailing party. Both the parties and the arbitrator shall keep the fact of the arbitration, the arbitration proceeding and the arbitration decision in confidence except only for such disclosure as may be legally required or as may be necessary to enforce the arbitral award. Arbitration must be conducted on an individual, not a class-wide, basis. There shall be no right for any dispute to be arbitrated on a class action basis or on bases involving claims brought in a purported representative capacity on behalf of the general public. Only we and you may be the parties to the arbitration proceeding may be consolidated with any other arbitration proceeding between us and any other person or entity.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	153.00
PARTS	231.13
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	26.12
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-57.62
TOTAL DUE	352.63



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R/O Open Date	R/O Number
7/01/15	
R/O Close Date	Status
7/07/15	Pre-Invoice
Mileage In	Mileage Out
38255	38348
Service Advisor / Tag #	
Art Fennhahn/798*W*	
Vehicle Identification Number	
3VW1K7AJXBM	
Delivery Date	In-Service Date
6/19/14	4/28/11
Color	License Number
BLACK	

[REDACTED]		Work Phone	
[REDACTED]		[REDACTED]	
LIVERPOOL, NY		Home Phone	
[REDACTED]		[REDACTED]	
Year	Make	Model	Body
2011	VOLKSWAGEN	JETTA	4DSD

DESCRIPTION OF SERVICE AND PARTS	AMOUNT																				
Cell: [REDACTED] Email: [REDACTED]																					
#1 - Customer Reports: CUSTOMER STATES CAR SHUT OFF WHILE GOING UP ON-RAMP IN THE RAIN -WAS ABLE TO RESTART BUT CAR DID NOT RUN GOOD-RAN ROUGH -EPC AND BATTERY LIGHT THEN WENT OUT Work performed by Bryan degone (229) Installed 032905106E :COIL Qty: 1 Warranty Installed 06A905409L :INGI LEADS Qty: 1 Warranty Installed 06A906031CP :INJECTOR Qty: 4 Warranty Installed 07K906149 :SEAL RING Qty: 4 Warranty CHECKED FOUND MISFIRE FAULTS STORED. REMOVED AND REPLACED IGNITION COIL AND WIRES. RECHECKED FAULTS RETURNED. CHECKED LEAK DOWN ON INJECTORS. FOUND INJECTORS ARE FAULTY REMOVED AND REPLACED THE INJECTORS. RECHECKED, OK																					
#2 - Customer Reports: CONTACT [REDACTED] ALT., TOW IN Sub Total: .00 <i>It was 7:30pm Geneva on Ramp I-90</i>																					
#3 * LOANERVW: VW SERVICE LOANER PROVIDED BY DRIVER S VILLAGE UNDER WARRANTY I ACKNOWLEDGE AND AGREE TO THE DRIVERS VILLAGE BORROWED VEHICLE AGREEMENT TERMS AND PROVISIONS, PARAGRAPHS 1-19.																					
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X

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7/01/15	
R/O Close Date	Status
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38255	38348
Service Advisor / Tag #	
Art Fennhahn/798*W*	
Vehicle Identification Number	
3VW1K7AJXBM	
Delivery Date	In-Service Date
6/19/14	4/28/11
Color	License Number
BLACK	

ERPOOL, NY

Year	Make	Model
2011	VOLKSWAGEN	JETTA

Work Phone

Home Phone

4DSD

BLACK

DESCRIPTION OF SERVICE AND PARTS

ADDED OPERATION

Caused by
FCD238

Work performed by Darryl Adsit #ZA31(130)

Warranty

After Calling 911 & Sent Tow Truck
While waiting called grandson looked
Code showing on dash on his computer
Said to disconnect neg cable on battery
Told tow operator she disconnected
it restarted no code ran OK, made it
home next morning same thing

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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
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R/O Open Date	R/O Number
2/25/14	
R/O Close Date	Status
2/25/14	Pre-Invoice
Mileage In	Mileage Out
27227	27228
Service Advisor / Tag #	
SERGII VASYLEVS/227*W*	
Vehicle Identification Number	
3VW1K7AJXBM	
Delivery Date	In-Service Date
4/28/11	4/28/11
Color	License Number
BLACK	

LIVERPOOL, NY		Work Phone		
		Home Phone		
Year	Make	Model	Body	
2011	VOLKSWAGEN	JETTA	4DSD	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Email: [REDACTED]		
#1 - 30VPP: CUSTOMER REQUESTS 30K SERVICE. 2009 - 2010 COVERED UNDER WARRANTY BY MAINTENANCE PLAN		
Corrected by		
Work performed by JASON HARMER #ZR49 (149)		Warranty
Corrected by		
Work performed by JASON HARMER #ZR49 (149)		Warranty
Installed B 000750M2 :BRAKEFLUID	Qty: 2	Warranty
Installed G 052167S0 :CASTROL EDGE PROF ENGINE OI	Qty: 48	Warranty
Installed N 0138492 :WASHER	Qty: 1	Warranty
Installed 06A115561B :OIL FILTER	Qty: 1	Warranty
PERFORMED 30K SERVICE		
LUBE OIL AND FILTER CHANGE TOPPED OFF FLUIDS CHECK		
ED AND ADJUSTED TIRES PRESSURES		
ROTATED TIRES. PERFORMED BRAKE FLUID SERVICE		
AND COMPLETED CHECK OVERS		
1MA-0330-0055-TX2		
#2 - Customer Reports:		
PREFERRED CONTACT [REDACTED]		
ALT WAIT		
Sub Total: .00		
#3 - Customer Reports:		
CUSTOMER STATES THAT THE BRAKES ARE NOISEY		
BUT IT GOES AWAY WHEN HE IS DRIVING.		
CHECK AND ADVISE		
Corrected by		
only 27,000 miles Brakes Drums bad?		
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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



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Mileage In	Mileage Out
27227	27228
Service Advisor / Tag #	
SERGII VASYLEVS/227*W*	
Vehicle Identification Number	
3VW1K7AJXBM	
Delivery Date	In-Service Date
4/28/11	4/28/11
Color	License Number
BLACK	

LIVERPOOL, NY		Work Phone	
		Home Phone	
Year	Make	Model	Body
2011	VOLKSWAGEN	JETTA	4DSD

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Work performed by JASON HARMER #ZR49 (149) Corrected by Work performed by JASON HARMER #ZR49 (149) Installed 5C0609617A :BRAKE DRUM CHECKED AND FOUND NOISE TO BE COMING FROM THE REAR BRAKE DRUMS. BRAKE DRUMS ARE FAULTY. REMOVED AND REPLACED THE REAR BRAKE DRUMS. RECHECKED, OK 110-4646-0020-ZYW	Warranty Warranty Warranty Qty: 2

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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

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