


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) USE ONLY 100148</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>Date Received 26-APR-2016 JUN 28 2016</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10861551</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>							
Name		Address		City		State	
[REDACTED]		[REDACTED]		KENNEBUNK		ME	
Zip Code		Evening Telephone Number		E-mail Address			
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
<p>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).</p>							
<p><b>VEHICLE INFORMATION</b></p>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model		Model Year	
3VWRL7AJ9AM [REDACTED]		VOLKSWAGEN		JETTA		2010	
Date Purchased		Dealer's Name and Telephone Number		Engine:		Fuel Type:	
3/25/10		Prime Volkswagen 207 283 2900		No: Cylinders		D	
Original Owner		Dealer's City		State		Zip Code	
[REDACTED]		SACO		ME		04072	
Transmission Type		Powertrain		Multiple Failure:		Incident Date(s)	
<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control						01-DEC-2015	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>							
Vehicle Component Code: 020000 SUSPENSION				Failure Mileage		Failure Speed	
				100000			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>							
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)			
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:			
Tire Component Code		Tire Failure Type:					
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>							
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 N	
<p><b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> 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).</p>							
<p>TL* THE CONTACT OWNS A 2010 VOLKSWAGEN JETTA. WHILE MAKING A LEFT TURN, THERE WAS A LOUD SNAP THAT CAME FROM THE FRONT OF THE VEHICLE. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE FRONT DRIVER AND PASSENGER SIDE COIL SPRINGS FAILED AND NEEDED TO BE REPLACED. THE DRIVER SIDE COIL SPRINGS WERE REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS APPROXIMATELY 100,000.</p> <p><i>The fourth coil spring needs to be replaced also this is a defect and should be recalled thank you for your help</i></p>							
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>				<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>			
<p>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 to 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.</p>							

CUSTOMER #: [REDACTED]  
UNIT# [REDACTED]

\* INVOICE \*



Prime Volkswagen

784 Portland Road · Saco, Maine 04072  
207-283-2900  
www.primemotorgroup.com

ACTON ME [REDACTED]  
HOME: [REDACTED]  
BUS: [REDACTED]

CONT: [REDACTED]  
CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 1574 MATT COX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CNDY WHITE	10	VOLKSWAGEN JETTA TDI	3VWRL7AJ9AM [REDACTED]		105775/105780	T2489	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25MAR10 DD			17:00 14SEP15		109.00	CASH	17SEP15
R.O. OPENED	READY	OPTIONS:	STK:				
07:32 14SEP15	07:54 17SEP15		[REDACTED]				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES ON LEFT HAND TURNS CAR IS MAKING A CLICKING NOISE FROM FRONT END

SUSP SUSPENSION DIAGNOSTICS

1495 PALLOZZI, RON LIC#: 1495

CV

65.40 65.40

PARTS: 0.00 LABOR: 65.40 OTHER: 0.00 TOTAL LINE A: 65.40  
105775 coil spring snap off left side

\*\*\*\*\*

B\*\* REPLACE BOTH FRONT SPRINGS

SUSPR SUSPENSION REPAIRS

1495 PALLOZZI, RON LIC#: 1495

CV

545.00 545.00

2 1K0-412-249-B BEARING 70.00  
2 6N0-413-175-A BOOT 54.40  
2 1K0-412-331-B MOUNTING 132.00  
2 1K0-411-105-BD SPRING 222.00

PARTS: 478.40 LABOR: 545.00 OTHER: 0.00 TOTAL LINE B: 1023.40  
105775 replace both front springs and dust boots and strut mounts  
5.00

\*\*\*\*\*

MC30A DIRECT MAIL 15% OFF 100K MILE CLUB

CPE

-150.00 -150.00

THANK YOU FOR CHOOSING PRIME VOLKSWAGEN

Exclusion of Warranties:

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and or accessories purchased; and in that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or its systems to perform with reasonable safety, efficiency, or comfort.

Limited Labor Warranty:

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period we will fix it free of charge.

Shop Supply and Waste Disposal Charge:

All our service repair invoices include a charge to recover some of the costs directly associated with the disposal or recycling of your vehicle's waste, including: motor oil, transmission fluid, coolant, oil filters, tires, brake linings, rotors, drums, drive belts, lubricating fluids, rags, and waste water generated from repairing and cleaning your vehicle. The Service Charge is not a government-required fee. The charge is calculated as percentage of labor cost of the repair; not to exceed a maximum of \$25.

All parts installed are new unless specified. X \_\_\_\_\_

DESCRIPTION	TOTALS
LABOR AMOUNT	610.40
PARTS AMOUNT	478.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP/HAZARDOUS FEE'S	24.88
TOTAL CHARGES	1113.68
DISCOUNTS/COUPONS	150.00
SALES TAX	24.04
PLEASE PAY THIS AMOUNT	987.72



**Prime Volkswagen**

784 Portland Road · Saco, Maine 04072  
207-283-2900  
www.primemotorgroup.com

CUSTOMER #: [REDACTED]  
UNIT# [REDACTED]

\*INVOICE\*

*Kennebunk me*

PAGE 2

ACTON, ME [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1574 MATT COX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CNDY WHITE	10	VOLKSWAGEN JETTA TDI	3VWRL7AJ9AM [REDACTED]		116514/116515	T1116	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25MAR10 DD			17:00 15JUN16		109.00	CASH	15JUN16

R.O. OPENED	READY	OPTIONS:	STK:
09:58 15JUN16	14:31 15JUN16		[REDACTED]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
E** REPLACE REAR SPING								
SUSPR SUSPENSION REPAIRS								
1488 JONES, EYAN LIC#: 1488								
				CV		109.00	109.00	
				1 1K0-511-115-BG SPRING			111.00	
PARTS:				111.00	LABOR:	109.00	OTHER: 0.00	TOTAL LINE E: 220.00
116515 replaced left rear suspension spring								
*****								
100K0315	LOOK MILE CLUB DISCOUNT			CPE		-65.64	-65.64	
THANK YOU FOR CHOOSING PRIME VOLKSWAGEN								

**Exclusion of Warranties:**  
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and or accessories purchased; and in that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or its systems to perform with reasonable safety, efficiency, or comfort.

**Limited Labor Warranty:**  
The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period we will fix it free of charge.

**Shop Supply and Waste Disposal Charge:**  
All our service repair invoices include a charge to recover some of the costs directly associated with the disposal or recycling of your vehicle's waste, including: motor oil, transmission fluid, coolant, oil filters, tires, brake linings, rotors, drums, drive belts, lubricating fluids, rags, and waste water generated from repairing and cleaning your vehicle. The Service Charge is not a government-required fee. The charge is calculated as percentage of labor cost of the repair; not to exceed a maximum of \$25.

All parts installed are new unless specified. X \_\_\_\_\_

DESCRIPTION	TOTALS
LABOR AMOUNT	339.50
PARTS AMOUNT	316.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP/HAZARDOUS FEE'S	24.88
TOTAL CHARGES	681.23
DISCOUNTS/COUPONS	65.64
SALES TAX	16.32
PLEASE PAY THIS AMOUNT	631.91