



U.S. Department of Transportation  
National Highway Traffic Safety Administration

INFORMATION ON ACTS (FOIA), 5 U.S.C. 552 (b)(6)

**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 <input type="checkbox"/>
15-AUG-2016 JAN 24 2017	Reference No. 10896086

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	
City	State	Zip Code		Evening Telephone Number	
SADDLE BROOK	NJ	[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 WWWTH63BX2F [REDACTED]	Make VOLKSWAGEN	Model PASSAT	Model Year 2002
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 03-AUG-2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)	Failure Mileage 110000	Failure Speed
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <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
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**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 2002 VOLKSWAGEN PASSAT. THE CONTACT STATED THAT THE VEHICLE LEAKED FUEL WITHOUT WARNING. THE VEHICLE WAS SERVICED PER NHTSA CAMPAIGN NUMBER: 08V156000 (FUEL SYSTEM), BUT THE REMEDY FAILED TO REPAIR THE VEHICLE. THE CONTACT STATED THAT THE VENTILATION VALVE WAS FRACTURED AND CAUSED FUEL TO LEAK. ALSO, THE TANK ONLY LEAKED WHEN IT WAS MORE THAN HALF FULL. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 110,000.

Vehicle inspected by Gensinger VW (Clifton, NJ). Discovered a leak from ventilation valve and fuel tank. Repairs performed at no charge after contacting VW of America. See invoice for parts.

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.

CUSTOMER #:



842 Valley Road at Rt. 3 & 46  
Clifton, NJ 07013  
(973) 778-8500  
Fax (973) 778-1297  
www.gensingervw.com

\*INVOICE\*

PAGE 1

SADDLE BROOK, NJ

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 148 BRIAN PLEVA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT		
BLUE	02	VOLKSWAGEN PASSAT	VWVTH63BX2E [REDACTED]	[REDACTED]	131428/131428		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR03 DD			17:00 26AUG16		120.00	CASH	26AUG16
R.O. OPENED	READY	OPTIONS:	DLR:	ENG:	TRN:	FAS	
26AUG16	26AUG16		[REDACTED]	2.8_Liter			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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B CUST STATES CHECK FUEL LEAK FROM LEFT DIE OF REAR OF CAR, IN FRONT OF LEFT REAR TIRE WHEN FILLING UP FUEL, POSSIBLY RELATED TO OLD R5 CAMPAIGN?

D DIAGNOSIS:  
13 C 0.00 0.00 0.00

PERFORMED VISUAL INSPECTION, INSPECTED VENT HOSE AS PER 26E5, FOUND TO BE AT 36+MM WITHIN FACTORY SPECS, SMOKE TESTED FUEL TANK AND FOUND LEAK FROM VENTILATION VALVE AND FUEL TANK, ADVISED CUSOTMER NEW FUEL TANK IS NEEDED, PARTS AND LABOR \$1883.00 = TAX, CUSTOMER HAS CONTACTED VWOA FOR ASSISTANCE, NO FURTHER WORK PERFORMED.

\*\*\*\*\*  
 \*\*\*WE NOW OFFER SATURDAY SERVICE HOURS\*\*\*  
 \*\*8:00AM - 2:00PM\*\*  
 \*\*WE OFFER EXTENDED SERVICE & PARTS HOURS\*\*  
 \*\*\*TUES & THURS 8:00AM - 8:00PM\*\*\*  
 \*\*GENSINGER MOTORS NOW OFFERS\*\*  
 \*\*EXPRESS SERVICE\*\*  
 \*\*NO APPOINTMENT NECESSARY\*\*

**Showroom Hours:**

9:00 - 9:00 Mon. - Thurs.  
 9:00 - 6:30 Friday  
 9:00 - 5:00 Saturday

**Service Hours:**

7:45 - 6:30 Mon. - Fri.  
 7:45 - 4:30 Saturday

**Payment Options:**



**How we serve you better at:**

1. Saturday service
2. Early and late drop-off service
3. Courtesy cars available
4. We have Volkswagen trained technicians
5. We use genuine Volkswagen parts and accessories
6. Complete body repair facility on premise
7. Brushless car wash and Hunter Alignment equipment.
8. We are a participating VW Club Dealer
9. Customer satisfaction is our #1 GOAL.

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

*Thank You!*

CUSTOMER COPY

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(973) 778-8500  
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BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT		
BLUE	02	VOLKSWAGEN PASSAT	VVWTH63BX2P [REDACTED]	[REDACTED]	132094/132099		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR03 DD			17:00 15SEP16		120.00	CASH	16SEP16
R.O. OPENED	READY	OPTIONS:	DLR: [REDACTED]	ENG: 2.8_Liter	TRN: FAS		
15SEP16	16SEP16						

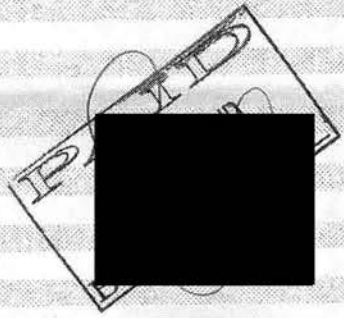
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES PLEASE CHECK OVER FUEL SMELL, WHEN TOPPING OFF FUEL, ETS							
A STRONG SMELL OF FUEL							
CAUSE: OK							

BP  
20105599 REPALCED FUEL TANK AND ASSOCIATED PARTS

AS PER VE WARRANTY  
13 W 6.30

- 1 3B0-201-075-BK TANK (N/C)
- 2 1J0-919-133-B WASHER (N/C)
- 10 N-904-119-01 HOSE CLAMP (N/C)
- 2 4B0-201-844 SEAL RING (N/C)
- 1 4B0-919-133 GASKET (N/C)
- 4 N-909-813-02 BOLT (N/C)
- 3 N-024-122-2 CLIP (N/C)
- 6 N-901-072-03 CLIP (N/C)
- 5 N-101-976-01 HOSE CLAMP (N/C)

FC:  
PART#:  
COUNT:  
CLAIM TYPE: 210  
AUTH CODE:



SUBL exxon # 016060

CNT

21.71 21.71

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SUBLET AMOUNT	21.71
HAZ. WASTE REMOVAL	0.00
TOTAL CHARGES	21.71
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	21.71

*Thank You!*

CUSTOMER COPY