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

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 ☐
AUG 24 AM	Reference No. 10939525

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City GOLETA	State CA	Zip Code	Evening Telephone Number

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
~~2V4RW3DG4F~~ WV2NB47033	VOLKSWAGEN	EUROVAN	2003

Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
2/2003	to Santa Barbara Volkswagen (closed)	6	gas
Original Owner ☑	Dealer's City Santa Barbara	State CA	Zip Code 93117

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
Automatic	☑ Antilock Brakes ☑ Cruise Control			08-AUG-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 063200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD/HEADER/MUFFLER/TAIL PIPE	Failure Mileage	Failure Speed
	92000	idle

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	NA	NA	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 2003 VOLKSWAGEN EUROVAN. WHILE THE VEHICLE WAS PARKED OR IDLING, THERE WAS A STRONG ODOR. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED WITH A LEAK IN THE MANIFOLD, WHICH CAUSED EXHAUST FUMES TO ENTER THE VEHICLE THROUGH THE AIR INTAKE. THE MANIFOLD NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE FAILURE MILEAGE WAS APPROXIMATELY 92,000. THE VIN WAS NOT AVAILABLE.

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

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See Attachment for description of exhaust problem. Exhaust leaking from defective welds. Safety issue.

VIN = VW2NB47033H[redacted]

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

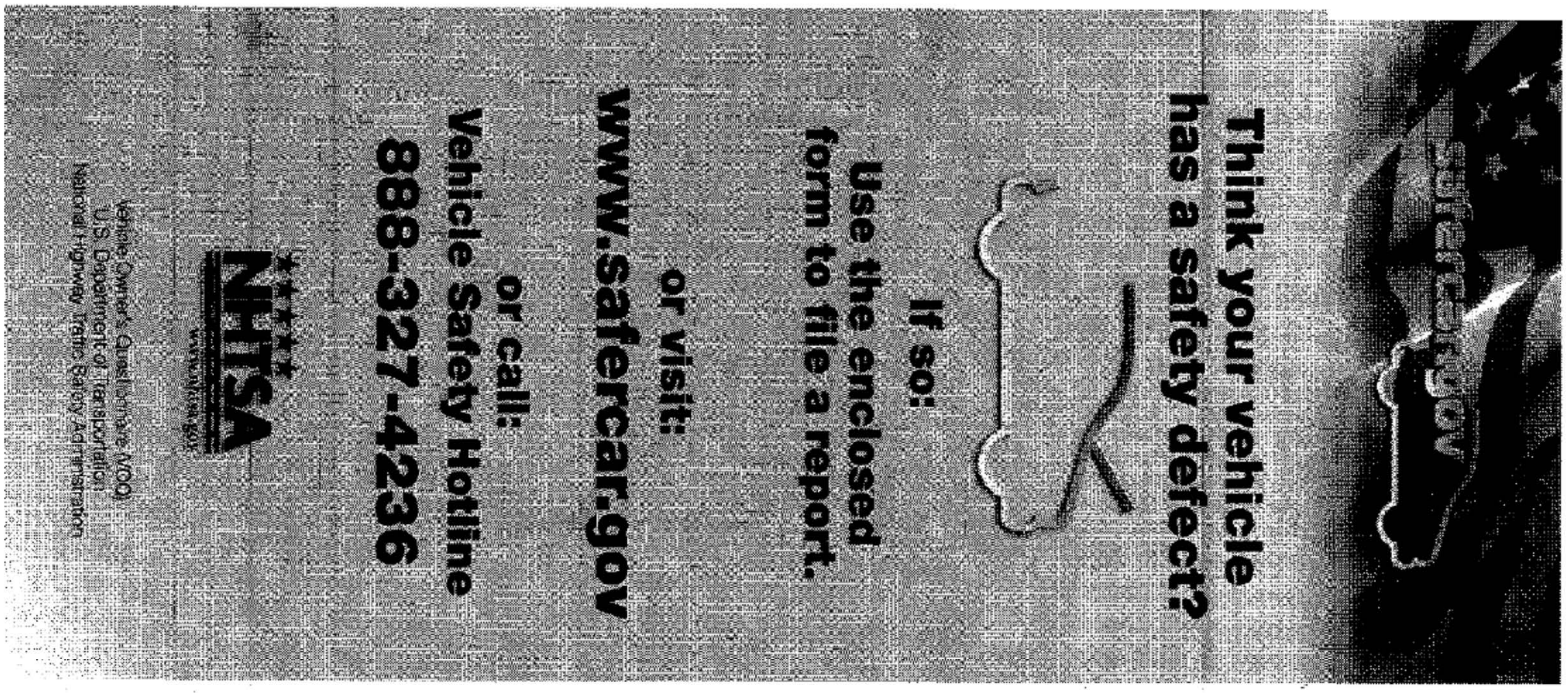
Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Top Shop Automotive

177 S. Patterson
Santa Barbara, CA 93111
805-964-6554

3AR# ARD246134 EPA# CAL000285244

Repair Order [redacted]
Orignal Estimate [redacted]
Date : 5/24/17

Center : 1

Customer : [redacted]
Address : [redacted]
City : GOLETA, CA [redacted]
Main : [redacted]
Alternat : [redacted]

Vehicle : 2003 VOLK EUROVAN
License : [redacted] P/D : 05/02
VIN : WV2NB47033H[redacted]
Engine : 2.8L V6 GAS FI Trans : AUTO
Mileage : In 117762 Out 117762 COLR : BLUE

Op	Tech	Quan	Description / Part Number	Part Description	Labor	Parts Price	Subtotal
			Mileage In: 117762 Mileage Out: 117762				
			Service Requests:				
			CONF-12.14-8:15-LOF-KY				
			Estimate Approvals:				
			Original Approval Date: 12/14/2015 8:39:00 AM Reason: LOF, REAR BRAKES				
			Amount: $632.34 Auth By: [redacted] AND [redacted] Contacted By Phone				
			Phone: [redacted] By: JERRY				
			Revised Approval: 12/14/2015 11:51:00 AM Reason:CONTINUE ENG LIGHT DIAG				
			Amount: $755.22 Auth By: [redacted] AND [redacted] Contacted By Phone				
			Difference from Previous Approval: $122.88				
			Phone: [redacted] By: JERRY				

EC	001	7	CHECK EXHAUST SMELL IN THE CABIN AREA. BEGIN DIAG//REMOVE BISI 02 SENSOR PLUG EXHAUST LEAKES//NO EXHAUST LEAKS REVEALED WITH SMOKE MACHINE//ATTEMPT TO IDENTIFY EXHAUST LEAK WITH GAS ANALYZER TRACE AMOUNTS OF CO2 IN ENGINE BAY ANNLYZER WAS NOT ABLE TO DETECT ANYTHING OUT OF VENTS//SUSPECT LEAK IS AR EXHAUST MANIFOLD WOULD NEED ADDITIONAL TIME TO REMOVE EXHAUST MANIFOLD HEAT SHIELD FOR FURTHER INSPECTION OF EXHAUST MANIFOLD.		122.88		122.88
EK	011	7	CONTINUE EXHAUST LEAK DIAG. ~~CONTENUE~~ DIAG//REMOVE EXHAUST HEAT SHIELDS AND CHECK FOR CRACKS//NO CRACKING OBSERVED BUT DID NOTICE BLACK CHARRING AROUND SEVERAL WELD SEEMS INDICATING POSSIBLE LEAKS//SPRAYED SOAPY WATER AND CHECKED FOR BUBBLING//SPRAYEL AFFECTED AREAS WITH SUPPLEMENTAL FUEL SOURCE WHILE MONITORING OXYGEN SENSOR READINGS//OXYGEN SENSORS REACT TO SUPPLEMENTAL FUEL ADDITION INDICATING LEAKS AT EXHAUST MANIFOLDS//NEEDS EXHAUST MANIFOLDS (CAR IS APART) **CUSTOMER DECLINED RECOMMENDED REPAIRS FOR NOW AS PARTS ARE NOT AVAILABLE FOR 1 MONTH. REINSTALLED AT PARTS AND CUSTOMER PICKED UP CAR.		122.88		122.88
AC	006	7	CUSTOMER STATES: THEY SMELL EXHAUST IN THE CABIN WHEN AT A STOP.		0.00		
01	040	9	5W30 NON- SYN OIL CHANGE SERVICE INCLUDES: UP TO 5 QUARTS OF OIL, REMOVE AND REPLACE OIL FILTER, CHECK FLUIDS & LUBE WHERE APPLICABLE, CHECK AND SET TIRE PRESSURE, COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION AND REVIEW. OIL STICKER PRINTED. OIL TYPE:5W-30		27.03	46.58	73.61
		5.00	5W30 OIL	5W30 SAE OIL		29.75	
		5.00		FLUID DISPOSAL		2.00	
		1.00	071115562C	OIL FILTER		11.63	
		1.00		FILTER DISPOSAL		1.00	
		1.00	000	OIL DRAIN SEAL		2.20	
B1	063	7	REPLACE REAR BRAKE PADS & ROTORS, SENSOR IF NEEDED. REPLACING REAR PADS AND ROTORS.		184.32	229.67	413.99
		1.00	D8877BOC	BRAKE PAD SET		69.89	
		2.00	40454035	REAR BRAKE ROTOR		159.78	
S1	011	007	CHECK FOR AND RESET MAINTENANCE LIGHT		0.00		
TIR	004	9	TIRE PRESSURE (SERVICE WRITER) CAME IN AT: 1)31 2)30 3)30 4)32 SET PSI-ALL SET TO: 1)36 2)36 3)36 4)36		0.00		
S1	003	9	SAFETY INSPECTION - 1= PRIORITY/CRITICAL 2 =SOON/IMPORTANT 3 =AT NEXT SERVICE RATE 1 = NONE		0.00		