

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Foole, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Follow up to ODI Complaint: ----10972264-----  
**Date:** Monday, May 15, 2017 10:48:09 AM  
**Attachments:** [EVOQ Response Letter.pdf](#)  
[10972264.pdf](#)  
[VW VOQ.pdf](#)

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INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
**Sent:** Monday, May 15, 2017 10:45 AM INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

**Subject:** FW: Follow up to ODI Complaint: ----10972264-----

Questionnaire.

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**From:** [REDACTED]  
**Sent:** Saturday, May 13, 2017 7:32 PM  
**To:** DataQuality, DataQuality (NHTSA) <[DataQuality@dot.gov](mailto:DataQuality@dot.gov)>  
**Subject:** Fw: Follow up to ODI Complaint: ----10972264-----

Attached is the VOQ with my edits as well as the documentation from Paul Miller VW of Bernardsville regarding the check engine light. As of today, the check engine light has gone on 4 times and the car only has about 2,800 miles.

I have VW Customer Care Center in April (case number [REDACTED]) and will be calling them again on Monday.

Please do not hesitate to contact me with any questions.

The car is a great car; if only the check engine light would stay off.

Thank you  
[REDACTED]

----- Forwarded Message -----

**From:** EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**To:** [REDACTED] <[REDACTED]>  
**Sent:** Tuesday, May 2, 2017 8:43 AM  
**Subject:** FW: Follow up to ODI Complaint: ----10972264-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation



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: 13-APR-2017  
Repository:   
Reference No.: 10972264

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: MILLINGTON State: NJ Zip Code: [REDACTED]  
Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WWWW7AU9HW [REDACTED]  
Make: VOLKSWAGEN Model: GOLF R Model Year: 2017  
Date Purchased: 12/31/2016 Dealer's Name and Telephone Number: Hamilton VW (609) 587-7600  
Engine: 2.0 L 16-valve No: Cylinders 4 Fuel Type: GAS  
Original Owner:  Dealer's City: Hamilton Square State: NJ Zip Code: 08690  
Transmission Type: 6-speed manual  Antilock Brakes  Cruise Control Powertrain: Multiple Failure: Incident Date(s): 09-MAR-2017

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

Vehicle Component Codes: 250000 ELECTRONIC STABILITY CONTROL, 060000 ENGINE (PWS), 118000 ELECTRICAL SYSTEM: SOFTWARE  
Failure Mileage: 1300 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**

Crash:  Yes  No Fire:  Yes  No Number of Persons Injured: NONE Number of Deaths: NONE 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).

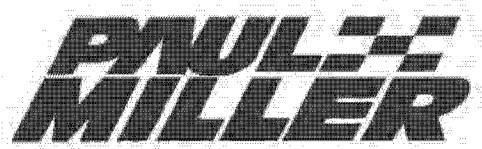
TL\* THE CONTACT OWNS A 2017 VOLKSWAGEN GOLF. THE CONTACT STATED THAT THE CHECK ENGINE INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO DEALER WHERE IT WAS DIAGNOSED THAT THE VEHICLE HAD MISFIRED IN ALL CYLINDERS; HOWEVER, THEY WERE UNABLE TO DUPLICATE THE FAILURE. THE DEALER CLEARED THE SYSTEM AND WARNING SENSORS AND ADVISED THE CONTACT TO ALLOW THE VEHICLE TO WARM UP BEFORE DRIVING. IN ADDITION, THE FAILURE RECURRED TWO WEEKS LATER. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE IT WAS DIAGNOSED THAT IT NEEDED A SOFTWARE UPDATE; HOWEVER, AN UPDATE WAS NOT AVAILABLE AT THE TIME. THE FAILURE OCCURRED A TOTAL OF ~~THREE~~ FOUR TIMES, THE MANUFACTURER WAS MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS 1,300.  
3/19 - 1,328 miles  
3/25 - 1,469 miles  
4/10 - 1,818 miles  
5/11 - 2,762 miles to date.  
faults all cleared by Paul Miller vw in Bernardsville, NJ  
vw techline states there is no software fix yet and engineering is working on an issue. No known date when fix will be made.

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 #: [REDACTED]

\*INVOICE\*



Paul Miller Bernardsville, LLC d/b/a  
Paul Miller Volkswagen of Bernardsville  
118 Morristown Road  
Bernardsville, NJ 07924  
(908)766-1600  
www.paulmiller.com

MILLINGTON, NJ [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 62 ANDREA UGALDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GY	17	VOLKSWAGEN GOLF 2.5L	WVWVF7AU9HW [REDACTED]	[REDACTED]	2762/2769	T3546

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 DI			16:00 12MAY17		0.00	CASH	12MAY17

R.O. OPENED	READY	OPTIONS:	DLR:	ENG:
15:25 11MAY17	16:00 12MAY17		[REDACTED]	ENG:2.0 Liter_TSI

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

A CUST WILL DROP OFF THURS NIGHT FOR AERVICE ON FRIDAY. NO ALTERNATE TRANSPORTATION NEEDED  
DROP DROP OFF. NO ALTERNATE TRANSPORTATION NEEDED.

PARTS: 72 ISP (N/C)  
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B C/S THERE IS A RATTLE WHEN GOING OVER BIMPS AT 30+ MPH, FROM THE SUSPENSION, HEAT SHEILD?

MISC MISC  
72 ISP (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON  
1 E

72 ISP (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

2762 cold start missfires present scan w. gff. found cold start missfires again. contacted techline (access code:2162866) and was instructed that there is no software fix yet and engineering is working on issue

\*\*\*\*\*  
AT PAUL MILLER, WE PRIDE OURSELVES IN DELIVERING A TRULY EXCEPTIONAL EXPERIENCE TO OUR CUSTOMERS AT ALL LEVELS. IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE CONTACT JAMES WALKER AT 908-766-1600 or JWALKER@PAULMILLER.COM THANK YOU AGAIN!!

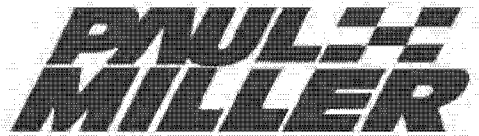
LIMITED LABOR WARRANTY		DESCRIPTION	TOTALS		
<p>THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.</p> <p>TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.</p> <p>ALL IMPLIED WARRANTIES INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.</p> <p>THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF STRICT LIABILITY, NEGLIGENCE OR OTHERWISE.</p>		LABOR AMOUNT	0.00		
		PARTS AMOUNT	0.00		
		GAS, OIL, LUBE	0.00		
		SUBLET AMOUNT	0.00		
		MISC. CHARGES	0.00		
		TOTAL CHARGES	0.00		
		LESS INSURANCE	0.00		
		SALES TAX	0.00		
		PLEASE PAY THIS AMOUNT	0.00		

CUSTOMER COPY

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

\*INVOICE\*



Paul Miller Bernardsville, LLC d/b/a Paul Miller Volkswagen of Bernardsville

118 Morristown Road  
Bernardsville, NJ 07924  
(908) 766-1600

www.paulmiller.com

MILLINGTON, NJ [REDACTED]

PAGE 1

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

SERVICE ADVISOR: 62 ANDREA UGALDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GY	17	VOLKSWAGEN GOLF 2.5L	WVWWE7AU9HW[REDACTED]	[REDACTED]	1818/1820	T3213

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 DD			16:00 11APR17		0.00	CASH	12APR17

R.O. OPENED	READY	OPTIONS:
17:04 10APR17	18:31 12APR17	DLR [REDACTED] ENG:2.0 Liter TSI

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

A CUSTOMER RECEIVED ALTERNATE TRANSPORTATION  
CAUSE: UTILIZATION OF THE VOLKSWAGEN ALTERNATE TRANSPORTATION PROGRAM.  
LC CUSTOMER RECEIVED ALTERNATE TRANSPORTATION

72 ISP (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
\*\*\*\*\*

B CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON  
1 E

72 ISP (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

1482 1 engineering is working on an update to fix this issue. issue can be remedied at this time by customer letting car idle for a few minutes when first starting car, especially when its very cold out. will keep an eye on elsa web for updates and make sure customer is using top tier fuels. as per qtm advise client to pick up vehicle.  
\*\*\*\*\*

C TECH 72  
1 E

72 ISP (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
\*\*\*\*\*

*cleared fault*

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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 FROM THE DATE SUCH REPAIRS WERE COMPLETED THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

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

X CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: [REDACTED]

\*INVOICE\*



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MILLINGTON, NJ

PAGE 1

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

SERVICE ADVISOR: 62 ANDREA UGALDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GY	17	VOLKSWAGEN GOLF 2.5L	WVWVF7AU9HW [REDACTED]	[REDACTED]	1469/1482	T3163

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 DD			16:00 25MAR17		0.00	CASH	28MAR17

R.O. OPENED	READY	OPTIONS:	DLR	ENG:
11:33 25MAR17	13:31 28MAR17		[REDACTED]	2.0 Liter TSI

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

A CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON, IT SEEMS TO BE COMING ON AT LOW SPEEDS AND WHEN THE LIGHT COMES ON THE CAR FEELS LIKE IT IS MISFIRING

CAUSE: E  
1 E  
72 W (N/C)

FC:  
PART#:  
COUNT:  
CLAIM TYPE:  
AUTH CODE:  
\*

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
1480 missfires scanw . gff. found missfires in all cylinders. road test car and cannot get it to missfire. contact techline(access code 2144009) was advised that engineering is working on an update to fix this issue. issue can be remedied at this time by customer letting car idle for a few minutes when first starting car. especially when its very cold out. will keep an eye on elsa web for updates and make sure customer is using top tier fuels.

B CUSOTMER STATES THE WHEN HAVING THE AIR TURNED ON AT AROUND LEVEL THREE THERE SEEMS TO BE A NOISE  
1 E  
72 ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
1480 vehicle operating normal check and no noise heard. only thing noticed was the vent was half closed on p/s right vent

C 908-938-9748  
1 CONTACT INFORMATION  
72 ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

LIMITED LABOR WARRANTY		DESCRIPTION	TOTALS
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ALL IMPLIED WARRANTIES INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.		GAS, OIL, LUBE	
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		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER SIGNATURE

CUSTOMER #:



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Paul Miller Volkswagen of Bernardville

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PAGE 2

MILLINGTON, NJ

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 62 ANDREA UGALDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GY	17	VOLKSWAGEN GOLF 2.5L	VVWVF7AU9HW		1469/1482	T3163	
DEL DATE	PRD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 DL			16:00 25MAR17		0.00	CASH	28MAR17
R.O. OPENED	READY	OPTIONS:	DLR:	ENG:			
11:33 25MAR17	13:31 28MAR17			2.0 Liter TSI			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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

X CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: [REDACTED]

[REDACTED]



Paul Miller Bernardsville, LLC d/b/a

Paul Miller Volkswagen of Bernardsville

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Bernardsville, NJ 07924  
(908)766-1600

www.paulmiller.com

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DUPLICATE 1  
PAGE 1

MILLINGTON, NJ [REDACTED]

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

SERVICE ADVISOR: 42 GREGORY CALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GY	17	VOLKSWAGEN GOLF 2.5L	WVWVF7AU9HW [REDACTED]	[REDACTED]	1328/1331	T363

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 DD			16:00 09MAR17		0.00	CASH	09MAR17

R.O. OPENED	READY	OPTIONS:	DLR:	ENG:
09:50 09MAR17	12:16 09MAR17		[REDACTED]	ENG:2.0_Liter_TSI

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

A CUSTOMER STATES:THE CHECK ENGINE LIGHT IS ON - CHECK AND REPORT  
CAUSE: F

MIL CUSTOMER STATES:THE CHECK ENGINE LIGHT IS ON  
- CHECK AND REPORT  
93 W

(N/C)

FC:  
PART#:  
COUNT:  
CLAIM TYPE:  
AUTH CODE:  
\*

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

1300 Intermittent fault Ran GFF, faults P0300, 01, 02, 03, 04.  
Followed test plan in GFF. Test plan performed a basic setting. Road tested, no misfires present. Cleared faults, vehicle operation ok.

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AT PAUL MILLER, WE PRIDE OURSELVES IN DELIVERING A TRULY EXCEPTIONAL EXPERIENCE TO OUR CUSTOMERS AT ALL LEVELS. IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE CONTACT JAMES WALKER AT 908-766-1600 or JWALKER@PAULMILLER.COM THANK YOU AGAIN!!

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 FROM THE DATE SUCH REPAIRS WERE COMPLETED THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES IN ADDITION, EXPRESSLY EXCLUDED IS ANY USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY, NEGLIGENCE OR OTHERWISE."

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

X \_\_\_\_\_  
CUSTOMER SIGNATURE

CUSTOMER COPY



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

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ

