

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**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

AUG -4 2017

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 drivers' 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



ET
9.19.17
W

MASSPIRG

Consumer Action Center

Whipple Center, 182 Green Street, North Weymouth, MA 02191 (781)335-0280

June 27, 2017

[REDACTED]
Brockton, MA [REDACTED]

RE: Consumer Complaint # [REDACTED]

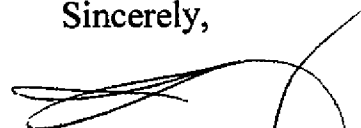
Dear [REDACTED]

I am writing to you with regard to the complaint you filed against Volkswagen. Enclosed is a copy of the business response.

Despite our effort to help you resolve your complaint against the business, we have not succeeded in bringing about the result you sought. I am very sorry we could not be of more assistance to you in this matter. While MASSPIRG Consumer Action Center cannot resolve every matter that is brought to its attention, we do take note of every complaint received and watch for a pattern of complaints related to a particular company, individual or industry.

Thank you for bringing this matter to our attention. We will record your complaint in the Attorney General's Consumer Advocacy & Response Division. If you have any questions, please do not hesitate to call me at (781)335-0280.

Sincerely,



Jeanne Foy, Director

MASSPIRG Consumer Action Center

Working in Cooperation with the Massachusetts Attorney General's Office

RECEIVED JUN 27 2017



Attention: Ms Jeanne Foy
Whipple Center 182 Green Street
North Weymouth, MA 02191

Nicole B Name
Specialist Title
Customer Resolution & Retention Department
(844)862-8942 Phone
(248) 754-6504 Fax
Crr14@vwgoa.com E-Mail

RE: 2015 Volkswagen Passat
Case: [REDACTED]
Owner: [REDACTED]
VIN: 1VWAT7A3XFC [REDACTED]

June 22, 2017 Date

Dear Ms. Foy:

This will acknowledge receipt and response to your correspondence dated June 8, 2017 regarding Ms. [REDACTED] vehicle. We sincerely apologize for any service-related difficulties [REDACTED] may have experienced with the vehicle.

Volkswagen of America, Inc.
Customer CARE
3800 Hamlin Rd.
Auburn Hills, MI 48326
Phone +1 800 822 8987
Fax +1 248 754 6504
www.vw.com

We have thoroughly reviewed the service history of your client's vehicle. Unfortunately, Volkswagen of America, Inc. ("Volkswagen"), an organizational unit of Volkswagen Group of America, Inc., has determined that the history does not merit a settlement offer.

Volkswagen will continue to work within the terms of any applicable warranties to address any verifiable concerns. If [REDACTED] still experiencing concerns with the vehicle, please contact an authorized Volkswagen dealership to schedule a service appointment.

Sincerely,

Nicole B
Customer Resolution & Retention

5/9/2017 10:13 PM

[REDACTED]
Fwd: Case [REDACTED]

To: [REDACTED]

----- Original Message -----

From: VW Experience <VWExperience@vw.com>

To: [REDACTED]

Date: May 9, 2017 at 3:44 PM

Subject: Case [REDACTED]

Case# [REDACTED]

Dear Ms. [REDACTED]

Thank you so much for speaking with me today!

If you ever need any assistance with questions or concerns, you are welcome to contact me any time. I can be reached at 1-800-822-8987, then select prompt 9, and dial extension 43332.

I hope you have a wonderful day and I look forward to working with you in the future, towards a resolution, if need be.

Very Sincerely,

Lauren H.

Volkswagen Leadership Team

5/10/17, 12:07

Attention: Ms Jeanne Foy
Whipple Center 182 Green Street
North Weymouth, MA 02191

Nicole B
Specialist
Customer Resolution & Retention
(844)862-8942
(248) 754-6504
Crr14@vwgoa.com

Name
Title
Department
Phone
Fax
E-Mail

RE: 2015 Volkswagen Passat
Case: [REDACTED]
Owner: [REDACTED]
VIN: 1VWAT7A3XFC [REDACTED]

June 22, 2017 Date

Dear Ms. Foy:

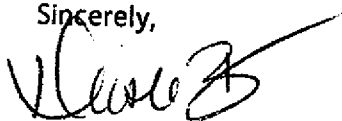
This will acknowledge receipt and response to your correspondence dated June 8, 2017 regarding [REDACTED] vehicle. We sincerely apologize for any service-related difficulties [REDACTED] may have experienced with the vehicle.

Volkswagen of America, Inc.
Customer CARE
3800 Hamlin Rd.
Auburn Hills, MI 48326
Phone +1 800 822 8987
Fax +1 248 754 6504
www.vw.com

We have thoroughly reviewed the service history of your client's vehicle. Unfortunately, Volkswagen of America, Inc. ("Volkswagen"), an organizational unit of Volkswagen Group of America, Inc., has determined that the history does not merit a settlement offer.

Volkswagen will continue to work within the terms of any applicable warranties to address any verifiable concerns. If [REDACTED] is still experiencing concerns with the vehicle, please contact an authorized Volkswagen dealership to schedule a service appointment.

Sincerely,



Nicole B
Customer Resolution & Retention

Car Accelerates On Its Own Problems of Volkswagen Passat

Volkswagen Passat owners have reported 12 problems related to *car accelerates on its own* (under the vehicle speed control category).

 Car Accelerates On Its Own problem of the 2014 Volkswagen Passat

Failure Date: 10/22/2016

Twice, on may 12 and on October 22, while in a parking lot and pulling into a vertical parking spot at very low speed, I tapped the accelerator, and suddenly the car rapidly sped up. I was unable to stop it with the brake pedal, and I hit a brick planter the first time it happened, and I hit the post holding up the front of a building the second time. The brake pedal on the Passat is approximately 3" wide and located only an inch or so from the accelerator. It is possible that I hit both pedals while trying to stop the vehicle, but that does not explain the sudden acceleration that caused the car to jump the curb and hit the planter and the building. Frightening situation. I wasn't injured the first time but was fairly well shaken up the second. The body shop said the damage to the vehicle was almost exactly the same each time. I took the car to the vw dealer after the first accident, but they said there was nothing wrong.

See

 Car Accelerates On Its Own problem of the 2015 Volkswagen Passat

Failure Date: 10/14/2016

The contact owns a 2015 Volkswagen Passat. While the vehicle was stationary with the brake pedal depressed, the vehicle accelerated rapidly without warning. As a result, the contact's vehicle rear-ended another vehicle. The contact stated that the failure recurred a second time, but there was no crash. The air bags did not deploy in the first crash. A police report was not filed and there were no injuries. The vehicle was driven away from the scene. The dealer was made aware of the failure, but could not diagnose the cause of the failure. The dealer test drove the vehicle in stop and go traffic and determined that the vehicle was in good working condition and was performing as designed. The manufacturer was made aware of the failure and stated that nothing was wrong with the vehicle. The vehicle was tested a second time after the failure recurred, but the dealer could not duplicate the failure. The failure mileage was 6,175.

See

 Car Accelerates On Its Own problem of the 2015 Volkswagen Passat

Failure Date: 01/19/2016

On 1/19/16 I experienced a serious issue while driving my 2015 vw Passat. As I was pulling into a parking space after my 12-mile commute to work I applied the brakes. No stopping occurred, in fact I experienced a sudden unintended acceleration. While my foot remained on and continued to press the brake pedal, the engine revved and the car lurched forward. I attempted to put the car in neutral and tried to apply the emergency brake but was unsuccessful in stopping the vehicle. My care came to rest only after hitting the curb and a masonry wall/hand rail. Once the vehicle came to a stop, I put the car in reverse to assess the damage. I assessed the damage to the front end and tried to reposition the car in the parking space only to have the same event occur again. The following day I called the dealership to report the incident and was instructed to have the vehicle towed in for inspection. A loaner was provided. Twenty-one days later, on 2/8/16 I received a call stating that no manufacturing faults were found and that vw will not agree to repair the damage or discuss any concerns related to lack of confidence in the vehicle. Furthermore, when asked about arbitration, I was informed that my only recourse was calling vw corporate. When my husband called as instructed, we were informed that vw's position was decided based on their lack of manufacturer defects found. Vehicle remains at dealership. No inspection reports were offered, no damage reports or estimates provided.

UNATTESTED DRIVING RECORD

TRANSACTION ID: [REDACTED]

SEARCH DATE: 10/21/2016

OWNER: [REDACTED]

REQUESTOR: [REDACTED]

DATE OF BIRTH: [REDACTED]

LICENSE#: [REDACTED]

DRIVING RECORD

THE FOLLOWING IS A LIST OF ALL ACTIVE OFFENSES AND ACTIONS ON FILE.

INCIDENT DATE	OFFENSE DESCRIPTION	COURT	FINDING DATE
---------------	---------------------	-------	--------------

ACCORDING TO THE RECORD OF THE REGISTRY OF MOTOR VEHICLES THERE IS NO
RECORD OF ANY ACTIVE OFFENSE OR ACTION FOR THE PREVIOUS TEN YEARS.

APPEAL FORM

The OPERATOR should provide as much of the following accident information as possible:

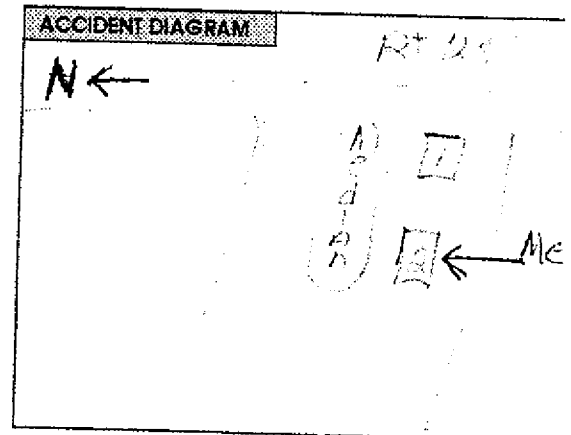
PLEASE

ACCIDENT INFORMATION		Time <u>12:30</u>	☐ AM ☒ PM	Number of vehicles involved <u>2</u>
Location <u>Prackton</u>	<u>MA</u>	<u>HAYWARD ST</u>	No. of lanes in each direction	
City/TOWN STATE		STREET		
If intersection, intersection street		No. of lanes in each direction		
Your speed prior to the accident <u>Stopped</u> mph		Posted speed	mph	
SIGHT LINES/DISTANCE				
When you first saw the other vehicle, how far were you from it? <u>1/2 CAR length</u>				
If a rear end collision, give distance between you and the vehicle you were following prior to accident.				
If an intersection collision, give your view in distance to right to left before entering intersection.				
POLICE at accident scene? ☐ No ☒ Yes Were you issued a citation ("ticker")? ☒ No ☐ Yes				
DAMAGE (example - passenger side rear door)				
To the vehicle you were driving <u>FRONT end.</u>				
To other vehicle <u>REAR</u>				
Identify damaged property other than vehicles <u>NA</u>				

TRAFFIC CONTROL ☒		LIGHT CONDITIONS ☒		WEATHER ☒		ROAD SURFACE ☒	
☐ Traffic Light	☐ None	☒ Daylight	☐ Dawn	☒ Clear	☐ Rain	☒ Dry	☐ Sand
☒ Stop Sign	☐ Construction area	☐ Dusk	☐ Dark	☐ Cloudy	☐ Sleet	☐ Slush	☐ Mud
☐ Yield Sign	☐ Officer/Guard	☐ Other		☐ Fog	☐ Snow	☐ Snow/Ice	☐ Wet
☐ Flashing Light				☐ Mist	☐ Hail	☐ Other	

PROVIDE DETAILS OF HOW THE ACCIDENT HAPPENED

While stopped with foot on brake CAR ACCELERATED by its self, while accelerating my own passenger observed me trying to apply my foot HARDER on the brake, + trying to control CAR. Vehicle in front was stuck in REAR.



STATE REASON(S) WHY YOU BELIEVE YOU ARE NOT MORE THAN 50% AT FAULT FOR THE ACCIDENT

I truly believe my CAR malfunctioned - CAR made a raved up noise as my foot WAS on the brake + leaped forward - out of control. I had foot on brake as far down as I could go - Passenger in CAR also observed + heard - what happen.

I, the Operator named herein, being aggrieved by the determination of the issuing insurance company that I have been found to be more than 50% at fault for the accident identified in this notice, do hereby appeal the insurance company's determination of fault in excess of 50%. I hereby declare the foregoing information and statements are made under pains and penalties of perjury.

X

Home telephone No.

Work telephone No. ()

DATE

Ext.

Do not submit additional documents or materials with this form. All additional documents or

ROUTE 28 COLLISION CENTER

brian@route28collisioncenter.com
135 N. MAIN ST., WEST BRIDGEWATER, MA
02379
Phone: (508) 427-5758
FAX: (508) 586-9810

Workfile ID:
License Number:

APTVZMNG

Supplement of Record 1 with Summary

Job Number: [REDACTED]

Customer: [REDACTED]

Written By: Brian Cadigan, 013063, 11/11/2016 4:09:24 PM
Adjuster: BETH LANNON, MARY, (800) 221-1605 x15097 Business

Insured: [REDACTED]
Type of Loss: AC - Collision
Point of Impact: 12 Front

Policy #: [REDACTED]
Date of Loss: 10/14/2016 1:00 PM

Claim #: [REDACTED]
Days to Repair: 0

Owner: [REDACTED]

BROCKTON, MA [REDACTED]
[REDACTED] Day

Inspection Location:
ROUTE 28 COLLISION CENTER
135 N. MAIN ST.
WEST BRIDGEWATER, MA 02379
Repair Facility
(508) 427-5758 Business

Insurance Company:
COMMERCE INSURANCE
Webster Office
11 Gore Rd.
Webster, MA 01570
(800) 221-1605 Business

VEHICLE

2015 VW Passat S Automatic PZEV 4D SED 4-1.8L Turbocharged Gasoline Gasoline Direct Injection Gold

VIN: 1VWAT7A3XFC [REDACTED]
License: [REDACTED]
State: MA

Interior Color:
Exterior Color: Gold
Production Date: 4/2015

Mileage In: 6,426
Mileage Out:
Condition:

Vehicle Out:
Job #: [REDACTED]

TRANSMISSION

Automatic Transmission

POWER

Power Steering

Power Brakes

Power Windows

Power Locks

Power Mirrors

DECOR

Dual Mirrors

Tinted Glass

Console/Storage

Overhead Console

CONVENIENCE

Air Conditioning

Intermittent Wipers

Tilt Wheel

Cruise Control

Rear Defogger

Keyless Entry

Steering Wheel Touch Controls

Telescopic Wheel

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

Auxiliary Audio Connection

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Front Side Impact Air Bags

Head/Curtain Air Bags

Hands Free Device

SEATS

Cloth Seats

Bucket Seats

Redining/Lounge Seats

WHEELS

Wheel Covers

PAINT

Clear Coat Paint

Metallic Paint

OTHER

Traction Control

Stability Control

Signal Integrated Mirrors

Power Trunk/Gate Release

ROUTE 28 COLLISION CENTER

brian@route28collisioncenter.com
135 N. MAIN ST., WEST BRIDGEWATER, MA
02379
Phone: (508) 427-5758
FAX: (508) 586-9810

Workfile ID:
License Number:

APTVMNG

Supplement of Record 1 with Summary

Customer:

Job Number:

Written By: Brian Cadigan, 013063, 11/11/2016 4:09:24 PM
Adjuster: BETH LANNON, MARY, (800) 221-1605 x15097 Business

Insured:

Type of Loss: AC - Collision

Point of Impact: 12 Front

Policy #:

Date of Loss: 10/14/2016 1:00 PM

Claim #:

Days to Repair: 0

Owner:

BROCKTON, MA

Day

Inspection Location:

ROUTE 28 COLLISION CENTER
135 N. MAIN ST.
WEST BRIDGEWATER, MA 02379
Repair Facility
(508) 427-5758 Business

Insurance Company:

COMMERCE INSURANCE
Webster Office
11 Gore Rd.
Webster, MA 01570
(800) 221-1605 Business

VEHICLE

2015 VW Passat S Automatic PZEV 4D SED 4-1.8L Turbocharged Gasoline Gasoline Direct Injection Gold

VIN: 1VWAT7A3XFC

Interior Color:

Mileage In: 6,426

Vehicle Out:

License:

Exterior Color: Gold

Mileage Out:

State: MA

Production Date: 4/2015

Condition:

Job #:

TRANSMISSION

Automatic Transmission

POWER

Power Steering

Power Brakes

Power Windows

Power Locks

Power Mirrors

DECOR

Dual Mirrors

Tinted Glass

Console/Storage

Overhead Console

CONVENIENCE

Air Conditioning

Intermittent Wipers

Tilt Wheel

Cruise Control

Rear Defogger

Keyless Entry

Steering Wheel Touch Controls

Telescopic Wheel

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

Auxiliary Audio Connection

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Front Side Impact Air Bags

Head/Curtain Air Bags

Hands Free Device

SEATS

Cloth Seats

Bucket Seats

Reclining/Lounge Seats

WHEELS

Wheel Covers

PAINT

Clear Coat Paint

Metallic Paint

OTHER

Traction Control

Stability Control

Signal Integrated Mirrors

Power Trunk/Gate Release

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

2015 VW Passat S Automatic PZEV 4D SED 4-1.8L Turbocharged Gasoline Gasoline Direct Injection Gold

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER					
2		O/H front bumper				2.9	
3	Repl	Bumper cover	561807217BGRU	1	470.33	Incl.	2.4
		Note: LABOR: Time includes R&I/R&R grille.					
4		Add for Clear Coat					1.0
5	Repl	Absorber	561807248	1	68.33	Incl.	
6	Repl	Lower grille	5618536779B9	1	140.00	Incl.	
7	Repl	LT Outer grille w/o fog lamps	561853665E9B9	1	70.00	Incl.	
8	S01 Repl	Guide	561805705A	1	16.20	0.2	
9	S01 Repl	License bracket	5618072879B9	1	23.20	0.2	
10	S01 Repl	LT Guide bracket	561807183A	1	17.40	0.1	
11		GRILLE					
12	Repl	Grille w/chrome strip	561853651BOQE	1	281.85	Incl.	
13		HOOD					
14	* Rpr	Hood				3.0	2.6
15		Add for Clear Coat					1.0
16		RADIATOR SUPPORT					
17	S01 Repl	LT Air baffle 1.8 liter	561121283	1	20.58	0.2	
18		MISCELLANEOUS OPERATIONS					
19	* Repl	Cover car/bag		1	3.00	0.2	
20	# Repl	Flex Additive		1	12.00 T		
21	# Rpr	Tint Color				0.5	
22	# Repl	Anti-Corrosive Primer		1	2.00 T		
23	# S01 Repl	Additional P+M		1	98.00 X	1	
		Note: 7.00 hrs X 14.00					
24	# S01 Repl	Adhesion Promoter		1	10.00	0.3	
25	# S01	Cover car for priming		1	5.00	0.2	
26	# S01	Clean vehicle for delivery		1		1.0	
27	# S01 Rpr	Color sand and buff				1.0	
28	# S01 Repl	Mask jams primer		1	3.00	0.3	
29	# S01 Repl	Mask jams		1	5.00	0.6	
30	# S01	Disconnect battery cable		1		0.2	
31	# S01	Memory function resets		1		0.3	
32	# S01 Repl	Fasteners/ Hardware		1	15.00		
SUBTOTALS					1,260.89	11.2	7.0

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

2015 VW Passat S Automatic PZEV 4D SED 4-1.8L Turbocharged Gasoline Gasoline Direct Injection Gold

ESTIMATE TOTALS

Category	Basis		Rate	Cost \$
Parts				1,148.89
Body Labor	11.2 hrs	@	\$ 40.00 /hr	448.00
Paint Labor	7.0 hrs	@	\$ 40.00 /hr	280.00
Paint Supplies	7.0 hrs	@	\$ 17.00 /hr	119.00
Miscellaneous				112.00
Subtotal				2,107.89
Sales Tax	\$ 1,281.89	@	6.2500 %	80.12
Grand Total				2,188.01
INSURANCE PAY				2,188.01

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

2015 VW Passat S Automatic PZEV 4D SED 4-1.8L Turbocharged Gasoline Gasoline Direct Injection Gold

SUPPLEMENT SUMMARY

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Added Items							
8	S01	Repl Guide	561805705A	1	16.20	0.2	
9	S01	Repl License bracket	5618072879B9	1	23.20	0.2	
10	S01	Repl LT Guide bracket	561807183A	1	17.40	0.1	
16	RADIATOR SUPPORT						
17	S01	Repl LT Air baffle 1.8 liter	561121283	1	20.58	0.2	
23	#	S01 Repl Additional P+M		1	98.00 X	1	
		NOTE: 7.00 hrs X 14.00					
24	#	S01 Repl Adhesion Promoter		1	10.00	0.3	
25	#	S01 Cover car for priming		1	5.00	0.2	
26	#	S01 Clean vehicle for delivery		1		1.0	
27	#	S01 Rpr Color sand and buff				1.0	
28	#	S01 Repl Mask jambs primer		1	3.00	0.3	
29	#	S01 Repl Mask jambs		1	5.00	0.6	
30	#	S01 Disconnect battery cable		1		0.2	
31	#	S01 Memory function resets		1		0.3	
32	#	S01 Repl Fasteners/ Hardware		1	15.00		
SUBTOTALS					213.38	4.6	0.0

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			115.38
Body Labor	4.6 hrs @	\$ 40.00 /hr	184.00
Miscellaneous			98.00
Subtotal			397.38
Sales Tax	\$ 115.38 @	6.2500 %	7.21
Total Supplement Amount			404.59
NET COST OF SUPPLEMENT			404.59

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number [REDACTED]

2015 VW Passat S Automatic PZEV 4D SED 4-1.8L Turbocharged Gasoline Gasoline Direct Injection Gold

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	1,783.42	JOSEPH DUFRESNE
Supplement S01	404.59	Brian Cadigan
Job Total:	\$ 2,188.01	
INSURANCE PAY:	\$ 2,188.01	

*** FOR APPRAISAL QUESTIONS OR SUPPLEMENTS, PLEASE CALL THE APPRAISER ASSIGNED TO THE CLAIM ***

*** ANY GLASS PART PRICES, GLASS KITS AND/OR GLASS LABOR (IF INCLUDED IN THIS APPRAISAL) MAY BE BASED ON COMPETITIVE MARKET PRICING ***

*** THIS DOCUMENT IS NEITHER AN AUTHORIZATION TO REPAIR NOR A GUARANTEE OF PAYMENT. DEDUCTIBLES, BETTERMENTS, & PRIOR DAMAGE IF INCLUDED IN THIS DOCUMENT, WILL BE DEDUCTED FROM ANY SETTLEMENT WITH THE VEHICLE OWNER. SUPPLEMENTS WILL BE DENIED WITHOUT PRIOR APPROVAL FROM THE APPRAISER. ALL SUPPLEMENTAL DAMAGE FOUND BY THE REPAIRER MUST BE INSPECTED AND DOCUMENTED BY A REPRESENTATIVE OF THE INSURANCE COMPANY BEFORE THOSE REPAIRS BEGIN. ALL PART PRICE INCREASES ARE SUBJECT TO INVOICE VERIFICATION. THE VEHICLE OWNER MUST AUTHORIZE ALL REPAIRS. ***

PER MASSACHUSETTS REG. TITLE 212 CHAPTER 2.02(5), "THIS ESTIMATE HAS BEEN PREPARED AND SWORN TO UNDER THE PENALTIES OF PERJURY."



PAUL CLARK VOLKSWAGEN

122 Liberty Street - Brockton, MA 02301

(508) 587-9040

www.paulclarkvw.com

Service & Part hours: Mon - Fri 7:30am-5:30pm Sat 7:30am-1:00pm
Sales hours: Mon - Thur 9:00-8:00 - Fri 9:00-6:00 - Sat 9:00-5:00 - Sun 11:00-4:00



CASE#

BROCKTON, MA		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
		1VWAT7A3XFC		6175	6181	10/14/16 13:47	10/14/16	
		VEHICLE DESCRIPTION		TAG NO		STATUS		
		2015 VOLKSWAGEN PASSAT S (BEIGE)				COMPLETE		
CONTROL NO	LICENSE PLATE NO	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
				10/30/15	10/30/15	75	No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO	SERV. ADV		RO COMMENT		
				MIKE SOBALESKI (706)				

AS A SERVICE RECALL/WARRANTY CUSTOMER YOU MAY RECEIVE AN E-MAIL SURVEY FROM VOLKSWAGEN. IT IS OUR REPORT CARD. PLEASE GIVE US "YES" ANSWERS, ANY LESS IS A FAILING GRADE

THANKS FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE TO YOU AND YOUR AUTOMOBILE.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A			A98		Warranty	
Concern	Customer states WHILE AT A STOP WITH FOOT ON BRAKE CAR ACCELRATED BYITSELF AND CUSTOMER SAID SHE PUSHED HARDER ON BRAKE AND CAR HIT CAR INFRONT OF HER ADVISE					
Correction	TECHNICIAN TEST DROVE VEHICLE AND TESTED OPERATION WITH VEHICLE STOPPED IN DRIVE AND FOOT ON BRAKE PEDAL NO ISSUS DETECTED. RAN GFF GFF NOTFAULTS IN SYSTEM. REROAD TESTED IN STOP AND GO TRAFFIC WITH SERVICE MANAGER VEHICLE IS WORKING AS DESIGNED. CALL CUSTOMER CARE LINE ON BEHALF OF CUSTOMER AND LEFT MESSAGE WAITING FOR CALL BACK AT THIS TIME. CUSTOMER CARE # 1-800-822-8987					

Customer Totals

Charge Description	Amount
TOTAL CUSTOMER	No Charge

Claim #

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

10/14/16 14:59

INVOICE

CUSTOMER COPY

Page 1 of 1

**PAUL CLARK VOLKSWAGEN**

122 Liberty Street - Brockton, MA 02301

(508) 587-9040

www.paulclarkvw.com



Service & Part hours: Mon - Fri 7:30am-5:30pm - Sat 7:30am-1:00pm
 Sales hours: Mon - Thur 9:00-6:00 - Fri 9:00-6:00 - Sat 9:00-5:00 - Sun 11:00-4:00

BROCKTON, MA		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
		1VWAT7A3XFC		7857	7892	05/01/17 12:49	05/03/17	
		VEHICLE DESCRIPTION		TAG NO		STATUS		
		2015 VOLKSWAGEN PASSAT S (BEIGE)				COMPLETE		
CONTROL NO	LICENSE PLATE NO	CUST. LABOR RATE	PROD. DATE	IN-SERV. DATE	DELIV. DATE	DELIV. MILES	TERMS	
				10/30/15	10/30/15	75	No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO	SERV. ADV		RO COMMENT		
				TIM FERREIRA (962)				

AS A SERVICE RECALL/WARRANTY CUSTOMER YOU MAY RECEIVE AN E-MAIL SURVEY FROM VOLKSWAGEN. IT IS OUR REPORT CARD. PLEASE GIVE US "YES" ANSWERS, ANY LESS IS A FAILING GRADE

THANKS FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE TO YOU AND YOUR AUTOMOBILE.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A			A98		Warranty	
Concern	Customer states when the car is running and stationary with your foot on the brake pedal, the engine will rev up and the car will launch forward. When this happened the customer tried to put their second foot on the brake pedal in an attempt to stop the car, but the passenger had to put the car into park to get the car to stop. This happened once in October and a second time today.					
Correction	Technician test drove vehicle. Technician was unable to duplicate concern. Technician ran Guided Fault Finding and scanned vehicle for faults. No faults found. Technician contacted Volkswagen Technical Assistance line and opened ticket on vehicle. Volkswagen Tech Line recommended the technician compare vehicle to a similar vehicle to check brake switch operation. Technician operated a 2015 and a 2017 Passat and verified all 3 vehicles operate similar. Technician continued to test drive under multiple conditions. Still could not duplicate concern. Volkswagen Tech Line recommended closing the VTA case and to have customer open a Volkswagen Customer Care case with Volkswagen directly. Customer advised of this and customer requested vehicle back on 5/3/17. Technician closed VTA case and returned vehicle to customer.					

Sublet Code	Vendor Name	PO# / Description
	ENTERPRISE RENT A CAR	PO#

Customer Totals

Charge Description	Amount
TOTAL CUSTOMER	No Charge

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

05/03/17 13:13

INVOICE

CUSTOMER COPY

Page 1 of 1

**PAUL CLARK V LKSWAGEN**

122 Liberty Street - Brockton, MA 02301
 (508) 587 040
 www.paulclarkvw.com



Service & Part hours: Mon - Fri 7:30am-5:30pm - Sat 7:30am-1:00pm
 Sales hours: Mon - Thurs 9:00-8:00 - Fri 9:00-6:00 - Sat 9:00-5:00 - Sun 11:00-4:00

BROCKTON, MA		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		1VWAT7A3XFC		1859	1868	03/22/16 14:42	03/23/16	
		VEHICLE DESCRIPTION					TAG NO.	STATUS
		2015 VOLKSWAGEN PASSAT S (BEIGE)						COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
				10/30/15	10/30/15	75	No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				TIM FERREIRA (962)				

AS A SERVICE RECALL/WARRANTY CUSTOMER YOU MAY RECEIVE AN E-MAIL SURVEY FROM VOLKSWAGEN. IT IS OUR REPORT CARD. PLEASE GIVE US "YES" ANSWERS, ANY LESS IS A FAILING GRADE

THANKS FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE TO YOU AND YOUR AUTOMOBILE.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *			A39		Warranty	
Concern	Customer states when driving on the highway there is a thudding noise that sounds like it came from the tires					
Correction	Technician test drove vehicle under multiple conditions. Technician was unable to duplicate concern. Technician inspected vehicle on lift and found no problems.					
B *			A39		Warranty	
Concern	Customer states recall 23R1 - camshaft - 2015 MY ONLY					
Correction	Updated ECM					

Customer Totals

Charge Description	Amount
TOTAL CUSTOMER	No Charge

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

03/23/16 13:41

INVOICE

CUSTOMER COPY

Page 1 of 1

[REDACTED]
Buckton Ma

[REDACTED]
Ref# 10991423



National Highway
Traffic Safety
Administration
1200 New Jersey Ave SE
Washington D.C
20590