

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>20-SEP-2017 NOV 06 2017</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 11024674</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>E-mail Address</p> <p>[REDACTED]</p>	
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p> <p>[REDACTED]</p>			
<p>City</p> <p>SILVER SPRING</p>	<p>State</p> <p>MD</p>	<p>Zip Code</p> <p>[REDACTED]</p>			
<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>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>3VW5T7AJXEM [REDACTED]</p>		<p>Make</p> <p>VOLKSWAGEN</p>	<p>Model</p> <p>JETTA</p>	<p>Model Year</p> <p>2014</p>	
<p>Date Purchased</p> <p>8/21/16</p>	<p>Dealer's Name and Telephone Number</p> <p>CARMAX 301-604-8560</p>		<p>Engine:</p> <p>No: Cylinders</p> <p>4 Cyl / 2.0L</p>	<p>Fuel Type:</p> <p>UNLEADED</p>	
<p>Original Owner</p> <p><input type="checkbox"/></p>	<p>Dealer's City</p> <p>LAUREL</p>	<p>State</p> <p>MD</p>	<p>Zip Code</p> <p>20723</p>		
<p>Transmission Type</p> <p>MANUAL 6 SPEED</p>	<p><input type="checkbox"/> Antilock Brakes</p> <p><input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p> <p>TIMING CHAIN</p>	<p>Incident Date(s)</p> <p>06-SEP-2017</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 060000 ENGINE (PWS)</p>			<p>Failure Mileage</p> <p>72844</p>	<p>Failure Speed</p> <p>2020 MPH</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2014 VOLKSWAGEN JETTA. WHILE THE VEHICLE WAS PARKED, THE VEHICLE FAILED TO START. THE VEHICLE WAS TOWED TO DARCARS VOLKSWAGEN SILVER SPRING (12511 PROSPERITY DR, SILVER SPRING, MD 20904) WHERE IT WAS DIAGNOSED THAT THE TIMING CHAIN FAILED AND THE ENGINE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND FILED THE CONTACT'S COMPLAINT. THE APPROXIMATE FAILURE MILEAGE WAS 72,844.</p> <p>CORRECTION: THE VEHICLE WAS REPAIRED.</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 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>					

Darcars Chry/Volks SS

2509 Prosperity Terrace

Silver Spring Maryland 20904

3016220010

Customer information

Transaction information

Name:

Street: N/A

Zip code: N/A

Validation

Date: 09/27/2017 5:03 PM

Amount: \$7,290.00

Account Number: ***** [REDACTED]

ABA Number: [REDACTED]

Check Number: [REDACTED]

Merchant ID: [REDACTED]

Auth Code: APPROVAL [REDACTED]

Reference No.: [REDACTED]

Invoice No.: [REDACTED]

Client ID:

Response Msg: Approved

Check Status: Checking

User ID: vw-pbridgemahon

Thank You From DarCars Chrysler Jeep Silver Spring!

Darcars Chry/Volks SS

2509 Prosperity Terrace

Silver Spring Maryland 20904

3016220010

Customer information

Transaction information

Name:

Street: N/A

Zip code: N/A

Validation

Date: 09/15/2017 7:15 PM

Amount: \$7,000.00

Account Number: ***** [REDACTED]

ABA Number: [REDACTED]

Check Number: [REDACTED]

Merchant ID: [REDACTED]

Auth Code: APPROVAL [REDACTED]

Reference No.: [REDACTED]

Invoice No.: [REDACTED]

Client ID:

Response Msg: Approved

Check Status: Checking

User ID: vw-pbridgemahon

MICRO 77,844 9/16/17

Thank You From DarCars Chrysler Jeep Silver Spring!



DARCARS VOLKSWAGEN

12511 Prosperity Dr.
SILVER SPRING, MARYLAND 20904
(301) 622-7000
DARCARS.COM



CUSTOMER NO. [REDACTED]	ADVISOR PETER [REDACTED]	TAG NO. 4366	INVOICE DATE 09/27/17	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE 137.95	LICENSE NO.	MILEAGE 72,844	COLOR RED/BLACK
[REDACTED]	YEAR / MAKE / MODEL 14/VOLKSWAGEN/JETTA SEDAN/4DR SDN GL	DELIVERY DATE		DELIVERY MILES
SILVER SPRING, MD [REDACTED]	VEHICLE I.D. NO. 3 V W 5 T 7 A J X E M [REDACTED]	SELLING DEALER NO.		PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 09/08/17	REPRINT# 1
[REDACTED]	BUSINESS PHONE	COMMENTS		

MO: 72846

PERFORMED INSPECTION OF TIRE CONDITION TIRES WILL REQUIRE FURTHER ATTENTION BUT NOT LIKELY TO FAIL BEFORE NEXT SERVICE IS DUE

MONTGOMERY COUNTY REG. NO. 551

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----				
J# 3+83VWZ	MISC	TECH(S):6217		0.00
	TOYSS-7212 RT194			

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
	RNT	SS CHRYSLER RENTAL CHARGES	74007	35.00
	SVCDS	VW COUPON DISC LBR \$		35.00
		TOTAL - MISC		0.00

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX VWCS JOB# 3 TOTAL 0.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	DRC	DOCUMENT RETENTION CHARGE		1.99
JOB # A	MHZM	ENVIRONMENTAL FEE		4.00
		TOTAL - MISC		5.99

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$175.00 (+TAX) APPROVED REVISED ESTIMATE (# 1) OF \$14290.00 (+TAX) ON 09/11/17 AT 05:21pm BY [REDACTED] COMMENTS OUT THE DOOR

TOTALS-----

CASH <input type="checkbox"/>	CHECK #	CHARGE <input type="checkbox"/>	NO CHARGE <input type="checkbox"/>	TOTAL LABOR....	3448.75
MASTERCARD <input type="checkbox"/>	VISA <input type="checkbox"/>	DISCOVER <input type="checkbox"/>	AMEX <input type="checkbox"/>	TOTAL PARTS....	10510.03
WE APPRECIATE THE TRUST YOU HAVE SHOWN US BY ALLOWING US TO SERVICE YOUR VEHICLE. PLEASE FEEL FREE TO CONTACT YOUR SERVICE ADVISOR FOR ANY OF YOUR SERVICING CONCERNS OR NEEDS. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT THE CHRYSLER SERVICE MANAGER AT EXT.2250 OR THE SERVICE MANAGER AT VOLKSWAGEN AT EXT.2280 CHRYSLER 301.622.0010 VOLKSWAGEN 301.622.7000				TOTAL SUBLET...	0.00
				TOTAL G.O.G....	0.00
				TOTAL MISC CHG.	472.08
				TOTAL MISC DISC	-7765.47
				TOTAL TAX.....	624.61
				TOTAL INVOICE \$	7290.00

VEHICLE REPAIRS HAVE BEEN QUALITY CONTROL CHECKED NEXT SCHEDULED MAINTENANCE DUE AT _____ MILES OR MONTH DAY YEAR

SURVEY IF APPLICABLE EXPLAINED BY -----

CUSTOMER SIGNATURE _____



DARCARS VOLKSWAGEN

12511 Prosperity Dr.
SILVER SPRING, MARYLAND 20904
(301) 622-7000
DARCARS.COM



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[REDACTED]	PETER [REDACTED]	4366	09/27/17	[REDACTED]
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
	137.95		72,844	RED/BLACK
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	14/VOLKSWAGEN/JETTA SEDAN/4DR SDN GL			
SILVER SPRING, MD	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	3 V W S T 7 A J X E M			
	F.T.E. NO.	P.O. NO.	R.O. DATE	REPRINT# 1
			09/08/17	
BUSINESS PHONE	COMMENTS			

MO: 72846

JOB# 1 CHARGES

LABOR -
J# 1 09VWZ4 MALFUNCTION LIGHT TECH(S):6217 3448.75
CUSTOMER STATES THE CHECK ENGINE INDICATOR LIGHT IS ON AND VEHICLE WILL NOT START-AFTER SEVERAL ATTEMPTS TO START VEHICLE TO NO AVAIL - TOWED IN
TECH NOTED AFTER BATTERY REPLACEMENT THERE WERE NOISES HEARD COMING FROM THE INTERNALS OF ENGINE. UPON FURTHER DIAG TECH NOTED NO COMPRESSION FOUND. TIMMING CHAIN JUMPED TIMMING RECOMMEND REPLACING ENGINE.
REPLACED ENGINE (which includes all engine components-timmin chain, head gaskets etc.) TEST DROVE VEHICLE FOR SEVERAL MILES-NO INDICATORS ON. VEHICLE IS OPERATING TO MANUFACTURER SPEC'S (30miles).
(ENGINE WARRANTY STIPULATED ON SERVICE CONTRACT 12mths/120000miles whichever comes first)

TENSIONER
FAILURE

MONTGOMERY COUNTY REG. NO. 551

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED. LABOR CHARGES ARE BASED ON A FLAT RATE MEASURE AND ARE BASED ON INDUSTRY SOURCES. I CERTIFY THAT THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND THAT THE TECHNICIAN'S WORK WAS PERFORMED SATISFACTORILY.

SHOP MATERIAL CHARGES ARE BASED ON 0% OF LABOR. THERE MAY BE AN ENVIRONMENTAL WASTE DISPOSAL CHARGE ASSOCIATED WITH SOME REPAIRS.

THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. CHRYSLER MOTORS REPAIR WARRANTY IS 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. REPAIR WARRANTY IS 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	06K-100-033-K	BASE ENGI	10267.07	10267.07
	1	06B-105-313-D	BEARING	19.78	19.78
	2	N-912-084-01	BOLT	4.66	9.32
	2	N-911-433-01	SCREW	3.00	6.00
	2	N-105-580-02	BOLT	5.28	10.56
	2	N-912-058-01	BOLT	2.60	5.20
	2	N-911-671-01	BOLT	2.67	5.34
	2	N-910-661-01	BOLT	2.78	5.56
	2	N-107-090-01	BOLT	3.00	6.00
	1	N-911-332-02	BOLT	4.80	4.80
	1	N-107-737-01	SCREW	3.60	3.60
	2	N-106-995-01	BOLT	2.40	4.80
	1	G-013-A8J-1G	COOL.ADD.	26.00	26.00
	1	000-915-105-DG-DSP	BATTERY	156.00	156.00
	-1	000-915-105-DG-DSP	CORE RETURN	20.00	-20.00
			TOTAL - PARTS		10510.03

MISC	CODE	DESCRIPTION	CONTROL NO	
	MVSS	VW SHOP SUPPLIES		431.09
	SDEPV	SERVICE REPAIR DEPOSIT VW	74007	-7000.00
	CMVSS	CREDIT VW SHOP SUPPLIES		-231.09
	PVPCDPP	VW COUPON DISCOUNT PTS %		-300.00
	SVCDSD	VW COUPON DISC LBR \$		-199.38
		TOTAL - MISC		-7299.38

JOB# 1 TOTALS
LABOR 3448.75
PARTS 10510.03
MISC -7299.38

JOB# 2 CHARGES

JOB# 2 00VWZTIRY TIRE YELLOW TECH(S):6217 0.00
FULL CIRCLE INSPECTION OF TIRE CONITION