

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 ☐
11-JAN-2018	Reference No. 11062171
Daytime Telephone Number	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name			
Address			
City	ORLANDO	State	FL
Zip Code			

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
3VWDC21V62M	VOLKSWAGEN	CABRIO	2002
Date Purchased	Dealer's Name and Telephone Number		Engine:
			No. Cylinders
Original Owner	Dealer's City	State	Zip Code
☒			
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:
	☐ Cruise Control		Incident Date(s)
			29-AUG-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 110000 ELECTRICAL SYSTEM	Failure Mileage:	Failure Speed
	44375	

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)	☐ 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			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 2002 VOLKSWAGEN CABRIO. ON AUGUST 29, 2017, THE VEHICLE WAS TAKEN TO THE DEALER (DAVID MAUS, VOLKSWAGEN, 1050 LEE RD, ORLANDO, FL 32810) FOR ROUTINE MAINTENANCE. THE CONTACT RETURNED ON SEPTEMBER 13, 2017 TO RETRIEVE THE VEHICLE AND NOTICED THAT THE AIR CONDITIONER WAS NO LONGER WORKING. THE CONTACT INFORMED THE TECHNICIAN THAT THE AIR CONDITIONER WAS NOT WORKING LIKE IT WAS BEFORE THE ROUTINE MAINTENANCE WAS PERFORMED. THE VEHICLE WAS LEFT AT THE DEALER FOR ANOTHER DAY TO FIND OUT WHAT WAS CAUSING THE FAILURE. THE FOLLOWING DAY, THE DEALER DIAGNOSED THAT THERE WAS A BLOCKAGE THAT CAUSED THE FAILURE AND WOULD COST APPROXIMATELY \$400 TO REPAIR. THE CONTACT STATED THAT THE STAFF BECAME VERY AGGRESSIVE. THE CONTACT REQUESTED TO HAVE A SECOND OPINION FROM AN INDEPENDENT MECHANIC, FOR WHICH A LETTER HAD TO BE WRITTEN AND APPROVED BY THE SERVICE DIRECTOR. THE CONTACT WAS INFORMED THAT THE REQUEST WAS DENIED. THE MANUFACTURER WAS CONTACTED AND DID NOT ASSIST. THE VEHICLE HAD NOT BEEN REMOVED FROM THE DEALER SINCE AUGUST 29, 2017. THERE WERE NO RECALLS ASSOCIATED WITH THE VIN. THE FAILURE MILEAGE WAS 44,375.

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 to 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.

February 19, 2018

U.S. Department Of Transportation
National Highway Traffic Safety Administration
Office Of Defects Investigation, NEF-100
1200 New Jersey Avenue S.E.
Washington, D.C. 20077-9382

We hope the documents enclosed will be helpful and our vehicle will finally be returned to us in safe driving condition, as six (6) months have passed.

As documented, the vehicle was taken to David Maus VW North Repair Facility on Lee Road in Orlando, Florida, for routine maintenance, complete check up, service, etc., which was not performed as requested, required and documented, or inspected per manufacturer's recommendation (copy enclosed).

To date the vehicle is still at the repair facility, we hope.

(since August 29, 2017) Nothing has changed. Among other issues, record shows that VW Corporation of America and David Maus VW North repair facility on Lee Road in Orlando, Florida were contacted numerous times and only 'Quality Lip Service' is provided.

Questions, issues etc. related
to this matter, please let us
know how we can help.

Your time, assistance and resolve
is much appreciated.



ORLANDO, FLORIDA



(Total of Twenty Seven (27) Pages)

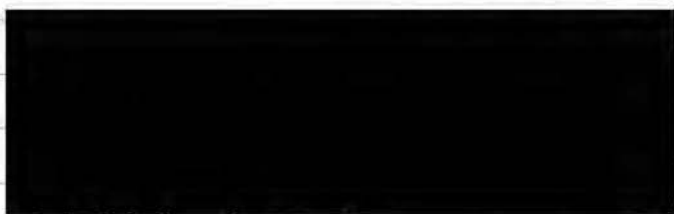
Record shows, that 'Repair Invoice'
in the amount of \$ 1516.20
was paid on September 13, 2017
(copy enclosed)

Service advisor 'Plus' Mark Aquiar requested the Anti Theft Wheel Bolt Adapter, which now also included the 'Battery Print Out Slip' to be returned to him, to look into the 'Air Conditioner Issue'. All considered very unusual.

On September 14, 2017 in a message to Service Director Roxane Jones written response regarding all matters, plus resolve was requested. There was no response.

On September 25, 2017 in a message to Service Director Roxane Jones 'Written Authorization Was Requested' to bring an independent inspector to the facility VW North 1050 Lee Rd. Orlando, the location of our Cabrio to verify all issues.

Ms. Jones, we are waiting for the 'Written Authorization Document' to move this project forward.



ORLANDO, FLORIDA



As advised, there will be no further interaction with 'Aquiar'. Let it be known, that he is holding 'Property' unauthorized.

PRIORITY TRACKING SIGNATURE REQUEST

①

January 16, 2018

David Maus VW North
1050 Lee Road
Orlando, Florida 32810

Attn. Ms. Roxane Jones
Service Director

This matter involves the
Vehicle Safety Authority,
David Maus VW North
Repair Facility on Lee Road Orlando
and our VW Cabrio 2002,
which after paying a bill of
\$ 1500.00 plus, on September 13, 2017,
still is not in safe condition.
In fact to date the vehicle is
still at the David Maus VW North
Repair Facility on Lee Road in Orlando,
we hope. — (incl. pers. items and property inv.)
Response to statement made
by Roxane Jones, service director
David Maus VW North Repair
Facility Lee Road in Orlando to
VW Corporation on January 15, 2018
Ms. Jones, you and the people
involved in this matter are
advised to stop falsehood, threats,
insult, harassment, abuse and
manipulation, before this matter
turns into a criminal issue.

Ms. Jones you are advised to take responsibility and resolve all issues without delay.

Just one of the recent issues and in reference to a cert. letter. (Statement Roxane Jones to VW Corp. Jan. 15, 2018) 'She has refused to accept our cert. letter in December 2017 and it was returned to us.' ?? REALLY??

Correction - Your letter was forwarded to Attorney Harris, Orlando in a timely manner, as he was the attorney of record in December 2017.

Consensus is, that changing and/or re-arranging the issues to make 'it all fit', is not fact.

It is considered falsehood and fraud. Also informing you, that at this time the 'Automobile Safety Authority'

is involved in this matter, as issues are considered seriously damaging.

Vehicle repairs and Safety status cannot be verified as required and requested numerous times.

Official report had to be filed and all is now on record.

Vehicle cannot be removed, until all issues are resolved.

Vehicle owner not to enter the premises without protection.

Since September 13, 2017 every effort has been made to work with you and resolve and conclude this matter. Ms. Jones, you and the individuals involved, are advised to interact in a professional manner, at all times and take responsibility for their actions. —

Reminding you, that for various reasons, all final decisions are made by client, not attorneys.

Please provide name and address of your local contact.

[REDACTED]

ORLANDO, FLORIDA

[REDACTED]

CC:

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

ROXANE JONES
Service Director
David Maus VW North
1050 Lee Road
ORLANDO, FLORIDA 32810



2. Article Number (Transfer from service label)

PS Form 3811, July 2015 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

Paula Fernandez☐ Agent☒ Addressee

B. Received by (Printed Name)

Paula Fernandez

C. Date of Delivery

*9/23/17*D. Is delivery address different from Item 1? ☐ YesIf YES, enter delivery address below: ☒ No

3. Service Type

☐ Adult Signature☐ Adult Signature Restricted Delivery☒ Certified Mail®☐ Certified Mail Restricted Delivery☐ Collect on Delivery☐ Collect on Delivery Restricted Delivery☐ Insured Mail☐ Mail Restricted Delivery (0)☐ Priority Mail Express®☐ Registered Mail™☐ Registered Mail Restricted Delivery☐ Return Receipt for Merchandise☒ Signature Confirmation™☐ Signature Confirmation Restricted Delivery

Domestic Return Receipt

PRIORITY TRACKING / SIGNATURE
REQUEST

Sept. 26, 2017

David Maus VW North
1050 Lee Road
Orlando, Florida 32810

Attn. Ms. Roxane Jones
Service Director

Following-up on the issues
in writing. The Short Version! -

On August 29, 2017 our VW Cabrio
was brought to your facility
for Check-Up And Service.

The vehicle has been

'In Your Care' since Aug. 29, 2017
and to date, still is there.

Two (2) Full Multi Point Inspections
were performed between Aug. 29, 17
and Sept. 13, 2017.

On Sept. 13, 2017 the vehicle was
ready for pick-up and Workorder /
Invoice in the amount of \$1500.00
plus was paid in good faith.

After viewing the vehicle, among
other issues the Air Conditioner

was not in proper working order
any more. The vehicle went back
to the repair facility.

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.

Print your name and address on the reverse so that we can return the card to you.
Attach this card to the back of the mailpiece, on the front if space permits.

Article Addressed to:

Mr. M. R. Jones
Service Director
Mid Mass VW North
Fair Facility
50 Lee Road
Landro, Florida 32810



Article Number (Transfer from service label)

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X *Paola Fernandez*

☐ Agent

☒ Addressee

B. Received by (Printed Name)

Paola Fernandez

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☒ No

3. Service Type

- ☐ Adult Signature
☐ Adult Signature Restricted Delivery
☒ Certified Mail®
☐ Certified Mail Restricted Delivery
☐ Collect on Delivery
☐ Collect on Delivery Restricted Delivery
☐ Insured Mail
☐ Insured Mail Restricted Delivery (over \$500)

- ☐ Priority Mail Express®
☐ Registered Mail™
☐ Registered Mail Restricted Delivery
☐ Return Receipt for Merchandise
☒ Signature Confirmation™
☐ Signature Confirmation Restricted Delivery

Form 3811, July 2015 PSN 7530-02-000-9053

Domestic Return Receipt

Response to the Roxane Jones letter:

Service Director Roxane Jones's letter dated September 26, 2017 is neither truthful nor fact.

It is a concoction of hearsay and second and third hand information mostly, as I have not had a conversation with this individual for about two(2) years.

Here are some of the issues:

- ① 'Full' Multi-Point Inspection Check List (copy enclosed) includes System/Component Air-Conditioning, Etc.
- ② AC works only when engine is running, therefore as stated in Jones's letter, Vehicle/Engine was running, AC was on, while the 'Tech' was working on the vehicle and/or in the vehicle.
In fact, Vehicle/Engine and AC must have been running for a long time, as my full tank of premium gasoline was almost empty, when I checked out the inside of my vehicle on September 13, 2017.
As stated, no AC system check-up, inspection, maintenance or service was/had been performed.

③ On September 13, 2017 the vehicle was ready for Pick-up.

I paid the bill in the amount of \$ 1500.00 plus, in good faith.

The vehicle was located at the front, near the service entrance.

The vehicle was washed, the engine was running. The window driver's side was open. Upon entering the vehicle I noticed among other issues:

Air-Conditioning switch was on '4'.

All vents were open and 'Hot Air Only' was blowing from all directions. -

Following that, the AC system was finally inspected and a misfiring was detected.

Aguir 'stated that there is a blockage.

Service consultant (advisor

'Mark Aguir' requested the 'ow'

Anti Theft Wheel Bolt Adapter, which

now also included the 'Battery Print

Out Slip' to be returned to him, to look into the Air-Conditioning Issue?

He received the items requested

and I returned home. (without vehicle)

- ④ A conversation with VW Corporation took place four (4) different times. (Kimberly, Kimberly, Heather, Sarah)
I was informed among other issues, that a conversation had taken place with Service Manager Mike Kepsak VW Lee Road.
Regarding the statement in Jones's letter, I was informed by VW Corp., that VW Vehicles are known for their quality and durability, and that a statement such as 'this' would be a discredit to the VW Brand.
- ⑤ The phone call on September 25, 2017 noted / addressed in Service Director Roxane Jones's letter, dated Sept. 26, 17, that date (09-25-17) a phone conversation was requested and initiated by the Insurance Company (Eric) a phone conversation with Roxane Jones, the Service Director was requested.
This phone call was intercepted by Mark Aguiar, a fast talking manipulator. The phone conversation with Jones did not take place.

To date all communication has ended and the vehicle is still at VW on Lee Road.

The people involved in this project are as follows:

VW Lee Road
 Service Director
 Service Manager
 Service Advisor
 Service 'Tech'

Rosane Jones
 Mike Kapsak
 Mark Aquino
 'Lenny'

Our Insurance Eric
 VW Corporation 2x Kimberly, Heather, Sarah

Orlando, FL

Sarah G. Name
Region Case Manager Title
Volkswagen Customer CARE Department
800-822-8987 Phone
www.vw.com Fax
E-Mail

RE: 2002 Volkswagen Cabrio
Case: [REDACTED]
VIN: 3VWDC21V62M [REDACTED]

January 18, 2018 Date

Dear [REDACTED]

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

Thank you for contacting us regarding your Cabrio and the service you are receiving from one of our Volkswagen dealerships. Again, I apologize for the inconvenience this matter has caused you. I attempted to reach you by phone; however, I regret I was unable to do so.

Volkswagen recognizes you as a valuable owner, and we take your concerns seriously. So I am able to assist you in the best way possible, I would like to speak with you by phone. At your earliest convenience, please contact me through our Customer CARE Center at (800) 822-8987. Our hours of operation are 8:00 am to 10:00 pm, EST, Monday through Friday and 9:00 am to 5:00 pm Saturdays.

Again, thank you for contacting us. Please be assured it is our intention to help our customers whenever we can, and I look forward to the opportunity to speak with you.

Sincerely,

Sarah G.

Sarah G.
Region Case Manager

JANUARY 23, 2018 — PRIORITY TRACKING —

Record shows, that most of your statements do not pertain to the facts and are self-serving only.

Record shows, that around mid September 2017 the issues involved were discussed with VW of America, Inc.

numerous times (Kimberly, Heather, David, Alli, Etc.) and assistance was requested.

Record shows, that two (2) conversations took place with you Sarah G., Region Case Manager.

September 26, 2017 at 4:00 PM and January 15, 2018 at 3:45 PM

Conversations were neither constructive nor productive.

Consensus is, that over the years VW of America, Inc.

forgot, that there is responsibility 'After The Sale' and that Vehicle Safety requires dealership compliance,

proper inspections and verification as needed.

Your 'Form letter' does not address the issues.

Resolve as required, has not been provided.

ORLANDO FL

Sept 26, 2017

Reference – 2002 VW CABRIO

Vehicle came in on Aug 29, 2017 with the following concerns

10,000 mile service, completed ? (44375)

Check engine light, we replaced a fuel tank valve and tube

Checked the battery, on the 29th did pass inspection and did not need replacement

Lubricate all hinges and seats rails, done at request

Balance of tires, completed

During inspection found an oil leak and we replaced the valve cover gaskets to correct

Also found during inspection found axle boot split which was replaced to correct

✓ At that time there was no mention of the A/C to be looked at to the writer or on your list that you had brought in and went over with Mark at the time of write up.

NOT
TRUE

✓ While the work on the car was being done the A/C was on and blowing cold on the driver side when the tech was in the car there was never a diagnostic check of the A/C at that time.

Car was done and ready for [REDACTED] to pick up on Sept 7th, due to the hurricane at your request you did not pick up the car and we kept the car inside the shop to avoid any hurricane damage.

NOT
TRUE

The car was here for a duration of time because there is no way to get a hold of [REDACTED] other than a phone call which does not have a voice mail and never gets picked up. When [REDACTED] does decide to call us she calls after hours and leaves messages on machines with again no way to get a hold of her the next day. We have literally called and left the phone ring for ½ and hour in hopes of a pick-up which has been witnessed by all of my writers my cashiers, shop foremen as well as myself and I have even tried to call you numerous times.

NOT
TRUE

✓ [REDACTED] came in to pick up the car a week after the hurricane on Sept 13th, when on the drive jumped in the car and automatically complained the ac was not cooling. We re-wrote the car and put in the shop for a diagnostic inspection and found that the A/C dryer is clogged and recommended replacing the A/C receiver dryer and then to re- inspect the ac for proper cooling. (Note: receiver dryer acts as the filter of the refrigerant circuit of the A/C system and this is a sealed unit), also while performing the A/C system performance test we found
✓ passenger side A/C vents where shut off so that the A/C was only flowing out of the driver side

NOT
TRUE

NOT
TRUE

which will cause the A/C system to take longer to cool down the interior of the vehicle. The total parts and labor to replace the receiver dryer is \$415.00.

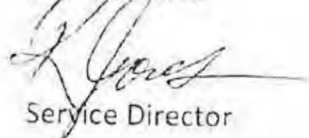
✓ [REDACTED] has been arguing the fact that the ac was working when it came in and now is not. When Mark does try to speak with [REDACTED] and explain what is needed and why, you cannot get a word in because she turns it into a complete argument and does not want to listen. [REDACTED] has also tried to call VW to complain about the repairs and was advised that due to the age of the vehicle there is no assistance thru VW. - NOT TRUE

NOT
TRUE

INSURANCE PHONE CALL ✓ As of date Mark spoke with [REDACTED] on sept 25, 2017 at 535 pm when she called in and yet again ended in another argument. In her demanding that we write all conversations and repairs up and now mail to her since we cannot get in touch with her. She is demanding that an outside inspector comes to look at the car in our shop and on our lift and Mark had advised her that due to insurance reasons outside technicians are not covered under our insurance to be working and or inspecting a car in our shop while on our lifts. She is more than welcome to come and pick up her car and take it elsewhere for another opinion. At this time with the year of the car we are not being held by the customer to repair at no charge and we cannot guarantee that there is and or will be responsible any other A/C parts that will need to be replaced due to age/wear.

NOT
TRUE

Roxane Jones



Service Director

David Maus VW North

✓ Hearsay plus second and third hand information only. There has been no conversation with Service Director Roxane Jones for about two (2) years.

✓ as part of maintenance 'check up - System/Comp. AC, Condenser, Etc. should be checked / inspected and serviced as required.

Multi-Point Inspection Checklist Per 'VW' Attached.

At David Maus Volkswagen North We STRIVE FOR TRUELY EXCEPTIONAL SERVICE "10". If for any reason you are "NOT" completely satisfied with your service please ask for me, **ROXANE JONES**: Service Director, during your service visit or contact me, and I will try to do everything in my power to make sure that you are COMPLETELY SATISFIED!



Thank you for your business!!!!

Roxane Jones

RJones04@vtaig.com - 321-214-3140

August 29, 2017

VW Cabrio 2002

- ① Check Up (44375)
- ② Check Engine Light
and advise on repairs
- ③ Check And Top Off 'All' Fluid Levels
- ④ Check Battery System Provide Print Out
- ⑤ Check And Adjust Tire Pressure
with Nitrogen, including Spare Tire
- ⑥ Rotate And Balance Tires
- ⑦ Engine Oil And Filter Change, Etc.
- ⑧ Driver's Seat - Lubricate
Latching, Sliding, Lifting Mechanism
- ⑨ Wash Vehicle
- ⑩ Lubricate: Hinges, Plus

This vehicle has 'Anti-Theft'
Wheel Bolts and Wheel Bolt Covers

Please check: Service Director
to avoid problems.

Thank You!

ORLANDO, FLORIDA

CUSTOMER #: [REDACTED]


DAVID MAUS
VOLKSWAGEN NORTH

INVOICE

 1050 Lee Road
 Orlando, FL 32810
 (407) 644-2222

ORLANDO, FL

PAGE 1

 STATE OF FLORIDA REGISTRATION # MV92647
 www.davidmausvwnorth.com

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 419 MARK AGUIAR

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
SILVER		02	VOLKSWAGEN CABRIO		3VWDC21V62M		44375/44380		T938
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PD NO.	RATE	PAYMENT	INV. DATE	
03NOV01 DD			18:00 08SEP17				CASH	07SEP17	
R.O. OPENED		READY		OPTIONS: DLR: ENG:2.0L L4 GAS TRN:A 2)NA/					
13:39 29AUG17		11:54 07SEP17		6)NA/ 7)405121/					

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

A RFORM MULTIPOINT INSPECTION AT NO CHARGE TO CUSTOMER (\$14.95 VALUE).

 MPI RFORM MULTIPOINT INSPECTION AT NO CHARGE TO
 CUSTOMER (\$14.95 VALUE).

361 ISRV

(N/C)

 44375 Performed multi point inspection. Customer was advised that
 the lower control arm bushing are worn and in need of replacement
 (\$535.00) along with an alignment (\$99.95). Also advised the customer
 that the rear brake pads will need replacement (\$199.95).

 B 10K ENVIRONMENTAL SERVICE. OIL AND FILTER CHANGE. ROTATE TIRES,
 Z-TECH FUEL SYSTEM CLEANER, PERFORM FULL MULTI POINT
 INSPECTION. RESET MAINTENANCE LIGHT IF APP

CAUSE: RECOMMENDED MAINTENANCE

 10K 10K ENVIRONMENTAL SERVICE. OIL AND FILTER
 CHANGE. ROTATE TIRES, Z-TECH FUEL SYSTEM
 CLEANER, PERFORM FULL MULTI POINT
 INSPECTION. RESET MAINTENANCE LIGHT IF APP

361 CP

PAID
 9/13

VMS

1 06A-115-561-B OIL FILTER	14.27	14.27	14.27
1 N-908-132-02 SCREW	3.48	3.48	3.48
55 G-052-167-S0 ENGINE OIL	0.74	0.74	40.70
1 F610 Z-TECH FUEL ADDITIVE	19.95	19.95	19.95

 44375 Performed a full synthetic oil and filter change, tire
 rotation front to rear, adjusted tire pressures, topped up fluid levels
 and added fuel system conditioner to complete service. The next service
 is due by 49,000 or 09/2018.

C CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE

 CEL CUSTOMER STATES CHECK ENGINE LIGHT IS ON,
 CHECK AND ADVISE ON REPAIRS NEEDED/COSTS.

361 CP

1 1EM-201-931-A TUBE	389.85	389.85	389.85
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 44375 Verified customer concern and replaced the fuel tank gravity
 valve and tube to correct condition.

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

 This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies
 and/or waste disposal. Is.559.904(4)]

 The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state Is.403.718(1), and a \$1.50 fee to
 be collected for each new or remanufactured battery sold in the state Is.403.718(5).

ALL PARTS NEW UNLESS OTHERWISE INDICATED

 NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual
 charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater,
 not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

 STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you
 are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will
 be \$20.00.

 LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that
 may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including
 any implied warranty 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 products or service sold under the terms of this estimate.
 Parts and labor are guaranteed for 90 days or 4,000 miles, whichever comes first. Seller does not guarantee that the work
 performed in accordance with this estimate will correct any problem specified on the description of the complaint.

 CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a
 condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be
 unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by

CUSTOMER SIGNATURE

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

SEE REVERSE SIDE FOR WARRANTY

CUSTOMER #:


DAVID MAUS
VOLKSWAGEN NORTH

INVOICE

 1050 Lee Road
 Orlando, FL 32810
 (407) 644-2222

 STATE OF FLORIDA REGISTRATION # MV92647
 www.davidmausvwnorth.com

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SERVICE ADVISOR: 419 MARK AGUIAR

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
SILVER	02	VOLKSWAGEN CABRIO		3VWDC21V62M		44375/44380		T938
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
03NOV01 DD			18:00 08SEP17			CASH	07SEP17	
R.O. OPENED		READY		OPTIONS: DLR ENG:2.0L_L4_GAS TRN:A 2) NA/ 6)NA/ 7)405121/				
3:39 29AUG17		11:54 07SEP17						

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

CUSTOMER REQUESTS PERFORM A BATTERY/CHARGING SYSTEM TEST AND ADVISE.

PLEASE PROVIDE A COPY OF THE PRINT OUT FOR THE BATTERY TEST.

CAUSE: EXCESSIVE BUILD UP/CORROSION ON TERMINALS.

 BS PERFORM BATTERY SERVICING INCLUDING
 CLEANING/SEALING BATTERY TERMINALS AND
 TESTING BATTERY \$29.95 MOST MODELS.

361 CP

20.00 20.00

44375 Performed a battery and charging system test. No repairs needed at this time.

CUSTOMER REQUESTS LUBRICATE ALL HINGES.

61 * EXTERIOR TRIM

361 CP

0.00 0.00

44375 Lubricated all hinges and seat tracks as requested.

ADD TIRE BALANCING TO ANY SERVICE WITH TIRE ROTATION INCLUDED.

CAUSE: RECOMMENDED WITH ROTATION OF TIRES

 BALANCE ADD TIRE BALANCING TO ANY SERVICE WITH
 TIRE ROTATION INCLUDED.

361 CP

29.95 29.95

44375 Performed a wheel balance during service rotation as requested.

CUSTOMER REQUESTS LUBRICATE THE FRONT SEAT TRACKS

60 * INTERIOR TRIM

361 CP

0.00 0.00

44375 Lubricated front seat tracks as requested.

** CUSTOMER REQUESTS REPLACE THE VALVE COVER GASKET TO CORRECT OIL LEAK CONDITION.

11 * ENGINE MINOR

361 CP

259.90 259.90

1 051-103-483-A GASKET

X 47.30 47.30 47.30

1 037-129-717-D GASKET

12.64 CUST. DEPOSIT 12.64

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. (s.559.904(4))

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

ALL PARTS NEW UNLESS OTHERWISE INDICATED

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%; whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$20.00.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 products or service sold under the terms of this estimate. Parts and labor are guaranteed for 90 days or 4,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

ANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

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

SEE REVERSE SIDE FOR WARRANTY

CUSTOMER #:


DAVID MAUS
VOLKSWAGEN NORTH

INVOICE

 1050 Lee Road
 Orlando, FL 32810
 (407) 644-2222

 STATE OF FLORIDA REGISTRATION # MV92647
 www.davidmausvwnorth.com

PAGE 3

ORLANDO, FL

HOME: [REDACTED]

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 419 MARK AGUIAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	02	VOLKSWAGEN CABRIO	3VWDC21V62M [REDACTED]	[REDACTED]	44375/44380	T938

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03NOV01 DD			18:00 08SEP17			CASH	07SEP17

R.O. OPENED	READY	OPTIONS:	DLR:	ENG:	2.0L L4 GAS	TRN:A 2)NA/
13:39 29AUG17	11:54 07SEP17	6)NA/ 7)405121/	[REDACTED]			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	028-129-748		GASKET		7.66	7.66	7.66

44375 Replaced the valve cover gasket with related intake manifold gaskets to correct oil leak condition.

I** CUSTOMER REQUESTS REPLACE THE RIGHT SIDE INNER CV AXLE BOOT AS RECOMMENDED DURING INSPECTION.

45 * STEERING/SUSPENSION

361 CP

1 4B0-498-201 BOOT

 259.90 259.90
 66.91 66.91

44375 Replaced the right inner CV boot to correct condition.

SS SPEND AND SAVE DISCOUNT

CPT

-100.00 -100.00

361 S.O.P. for Wed, tech to complete.

 Thank You for YOUR business
 You will be receiving an after service contact by email to ensure that you last service visit was "Truly Exceptional"
 Thank You again. YOUR service TEAM at

X

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. (s.559.904(4))

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

ALL PARTS NEW UNLESS OTHERWISE INDICATED

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$20.00.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 products or service sold under the terms of this estimate. Parts and labor are guaranteed for 90 days or 4,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	1016.15
PARTS AMOUNT	487.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	1523.60
LESS INSURANCE	100.00
SALES TAX	92.60
PLEASE PAY THIS AMOUNT	1516.20

SEE REVERSE SIDE FOR WARRANTY

PARTS AND ACCESSORIES OF THE C.

The following lemma is a special case of the more general result in [10].

Limited Warranty for New and Remanufactured VWR Parts and Accessories
 Issued by Volkswagen of America, Inc. for the
 authorized U.S. law dealer and its accessories

Free repair or replacement of defective parts and accessories for 12 months or 12 miles.

1. When a defect is found in a manufactured article, the manufacturer is obliged to repair it, which is a condition of the contract and a solid principle of law. The right of access to a repair is not lost from defects which are found under a guarantee period of 12 months after the date of delivery, or access to the repair is lost only if the new article is found to be defective within the guarantee period. If the article is found to be defective after the guarantee period, the manufacturer is obliged to repair it, if the defect is due to a fault in the workmanship or by a fault in the material used. The manufacturer is not obliged to replace the article if the defect is due to a fault in the workmanship or by a fault in the material used. The manufacturer is not obliged to replace the article if the defect is due to a fault in the workmanship or by a fault in the material used.

If the defective part or assembly is never traceable to the supplier, the changeover will be a waste of time and money. A detailed procedure for changeover is given in Figure 1. The changeover procedure is as follows:

1. Remove the defective part or assembly to a safe place.
2. Identify the defective part or assembly.
3. Notify the supplier of the defective part or assembly.
4. Notify the customer of the defective part or assembly.
5. Notify the supplier of the defective part or assembly.
6. Notify the supplier of the defective part or assembly.
7. Notify the supplier of the defective part or assembly.
8. Notify the supplier of the defective part or assembly.
9. Notify the supplier of the defective part or assembly.
10. Notify the supplier of the defective part or assembly.

These data are also consistent with the findings of the 1996 study. If a firm's sales are within the range of \$100 million to \$250 million, the allowed age of the equipment is 10 years. The amount of depreciation is 10% of the original cost of the equipment, the percentage of the original cost of the equipment that is remaining, and the age of the equipment is 10 years. The study also suggested that firms with sales in the range of \$100 million to \$250 million

Damage and Malfunctions Not Covered By Warranty

2. VWGK ist ein gesetzlich geregelter
 mehrstufiger Streitbehebungsmechanismus:
 1. Beschwerde an die Beschwerdebefugte
 oder andere Instanz
 1. Interner Streitbehebungsmechanismus

CUSTOMER #:

DAVID MAUS VOLKSWAGEN NORTH

 1050 Lee Road
Orlando, FL 32810
(407) 844-2222

 STATE OF FLORIDA REGISTRATION # MV92647
www.davidmausvwnorth.com

 WORKORDER
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PAGE 1

ORLANDO, FL

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 506 ALEXANDER, BRIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	02	VOLKSWAGEN CABRIO	3VWDC21V62M		44375/	T938
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
03NOV01 DD			18:00 29AUG17			CASH
R.O. OPENED	READY	OPTIONS	DLR	ENG:2.0L L4 GAS TRN:A 2)NA/		
29AUG2017 13:39		6)NA/ 7)405121/				

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A MPI ISRV RFORM MULTIPOINT INSPECTION AT NO CHARGE TO CUSTOMER (\$14.95 VALUE).

B 10K CP 10K ENVIRONMENTAL SERVICE. OIL AND FILTER CHANGE. ROTATE TIRES, Z-TECH FUEL SYSTEM CLEANER, PERFORM FULL MULTI POINT INSPECTION. RESET MAINTENANCE LIGHT IF APP

C CEL CP CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE

D BS CP CUSTOMER REQUESTS PERFORM A BATTERY/CHARGING SYSTEM TEST AND ADVISE. PLEASE PROVIDE A COPY OF THE PRINT OUT FOR THE BATTERY TEST.

E 61 CP CUSTOMER REQUESTS LUBRICATE ALL HINGES.

F BALANCE CP ADD TIRE BALANCING TO ANY SERVICE WITH TIRE ROTATION INCLUDED.

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN:

I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ 36,160

PRELIMINARY ESTIMATE \$

AUTHORIZED BY: X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

X

DAVID MAUS
VOLKSWAGEN NORTH

1050 Lee Road
Orlando, FL 32810
(407) 644-2222

STATE OR FLORIDA REGISTRATION # MV92647
www.davidmausvwnorth.com

WORKORDER
REPRINT
PAGE 2

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

SERVICE ADVISOR: 506 ALEXANDER, BRIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	02	VOLKSWAGEN CABRIO	3VWDC21V621 [REDACTED]	[REDACTED]	44375/	T938	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03NOV01 DD			18:00 29AUG17			CASH	
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG: 2.0L L4 GAS TRN: A 2) NA/ 6) NA/ 7) 4051217					
29AUG2017 13:39							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# G	60		CP	CUSTOMER REQUESTS LUBRICATE THE FRONT SEAT TRACKS

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN:
I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.
☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____
THE SHOP MANAGER

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY: X _____

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:
X _____

PRESS FIRMLY TO SEAL

PRESS FIRMLY TO SEAL



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