INFORMATION REDACTED PURSUANT TOTHE 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 13-NOV-2018 FEB 25 2019	**Repository** ☐ Reference No. 11151140

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City EAST LONG MEADOW	**State** MA	**Zip Code** [redacted]	

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
2V8HW34119R[redacted]	VOLKSWAGEN	ROUTAN	2009

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
12-31-2009	VW Fathers & Sons			No: Cylinders	
Original Owner ☑	Dealer's City West Springfield, MA	State MA	Zip Code		

Transmission Type			Multiple Failure:	Incident Date(s)
	☐ Antilock Brakes ☐ Cruise Control	Powertrain		12-SEP-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 060000 ENGINE (PWS), 100000 POWER TRAIN	Failure Mileage	Failure Speed
	115226	30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	Ø	Ø	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 2009 VOLKSWAGEN ROUTAN. WHILE DRIVING BETWEEN 30 TO 65 MPH, THE VEHICLE RANDOMLY JERKED FORWARD AND BACKWARD AS IF IT WERE SKIPPING A GEAR. IN ADDITION, THE CHECK ENGINE INDICATOR ILLUMINATED AFTERWARDS SEVERAL TIMES. THE CONTACT SPOKE WITH TWO UNKNOWN DEALERS AND THEN CONTACTED AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE UNDERDRIVE SOLENOID CIRCUIT OF THE TRANSMISSION WAS MALFUNCTIONING. AFTER CONDUCTING SOME RESEARCH, THE CONTACT FOUND THAT THE MANUFACTURER PLACED A CHRYSLER ENGINE AND TRANSMISSION INTO HER VOLKSWAGEN VEHICLE. THE INDEPENDENT MECHANIC COMPLETED THE REPAIRS WITH ANOTHER NEW CHRYSLER TRANSMISSION SOLENOID PART. WHILE THE CONTACT WAS DRIVING ON THE HIGHWAY, THE VEHICLE LOST COMPLETE ACCELERATION AND HAD TO BE PULLED OVER TO THE SHOULDER OF THE ROAD. THE VEHICLE WAS TOWED BACK TO THE INDEPENDENT MECHANIC, BUT HAD NOT YET BEEN DIAGNOSED OR REPAIRED. THE MANUFACTURER PROVIDED CASE NUMBER: [redacted] AND NHTSA'S PHONE NUMBER TO FILE A COMPLAINT. THE FAILURE MILEAGE WAS 115,226.

Additional information see attached..

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.

Hi-Tech employees - great to work with!

[redacted]

Hi-TECH
TRANSMISSIONS INC.

Hi Tech Trans
317 Som
EAST LONGM
01028
(413) 525-1710

Customer Info

[redacted]
EAST LONGMEADOW, MA [redacted]
Home: [redacted] Work [redacted]
Cell: [redacted]

Vehicle Info

VIN: 2V8HW34119R[redacted] Lic: [redacted]
2009 Volkswagen Routan
Engine: 3.8 Transmission: 62TE
Mileage In: 115,226

Recommended Services:

Customer Concerns:

CHECK ENG LIGHT

PARTS:

PART#	DESCRIPTION	QTY	UNITS	TOTALS
DTP107949	62TE SOLENOID PACK	1	294.20	294.20
ATF	DEXTRON III/MERCON/ MERCON V	5	8.99	44

LABOR:

Problem w/ valve body

TECH	DESCRIPTION	HRS	RATES	AMOUNTS
DW	REMOVE FRONT COVER ON TRANSMISSION AND REMOVE VALVEBODY ASSEMBLY AND REPLACE SOLONID PACK. REINSTALL SOLONOID PACK AND REASSEMBLE TRANSMISSION. FILL WITH transmission FLUID AND RESET COMPUTER. ROAD TEST			

SUBLET:

DESCRIPTION	CHARGES

Still 3 codes in their & diagnosis show up.

Warranty: 12 MTH 12,000 MILE WARRANTY ON PARTS AND LABOR

Return Parts

I hereby authorize the repair work listed hereon, including sublet work, to be done along with necessary materials, and hereby grant you and / or your employees, permission to operate the car, truck or vehicle herein described on streets, highways or elsewhere for the purpose of testing and / or inspection. An express mechanic's lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. You wil not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control. In the event it is necessary to retain an attorney to collect for the services and goods shown on this invoice, the repair facility will be entitled to a reasonable attorney fee in addition to its court cost.

Parts:	$339.15
Labor:	$720.00
Sublet:	$0.00
Supplies:	$0.00
Subtotal:	$1,059.15
Tax:	$21.20
Haz. Waste:	$0.00
Total:	$1,080.35

Authorized By _____

WAIVER OF ESTIMATE
Check one of the following statements and sign. I understand that by law I am entitled to a written estimate of work to be performed.
I request a written estimate

REVISION OF ESTIMATE Date _____
Parts _____ Time _____
Labor _____ Contacted by _____
Sublet in person By Phone

LiaCars for Life.

Lia Volkswagen of Enfield

340 Elm Street * P.O. Box 1098
Enfield, CT 06083
860-745-2000
www.liacars.com

[redacted]

[redacted]

E LONGMEADOW, MA [redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
2V8HW34119R[redacted]	115683	115683	11/26/18 07:51	11/28/18	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2009 VOLKSWAGEN ROUTAN SE		COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]			10/17/08	12/31/09	12/31/09		Cash

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
		[redacted]		MATTHEW MCBRIDE (MM)	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	14		ATK		Customer	$129.00

Concern: DRIVABILITY-CUSTOMER STATES // WHEN MERGING ONTO THE HIGHWAY THE VEHICLE SLIPPED GEARS AND WILL NOT SHIFT // CHECK AND ADVISE

Correction: UNABLE TO VERIFY CUSTOMER CONCERN // TEST DROVE VEHCILE NO TRANSMISSION CONCERN NOTED // SCANNED VEHCILE USING Y-TECH // NO FAULTS PRESENT IN SYSTEM // TECHNICIAN NOTES TRANSMISSION WORK HAS RECENTLY BEEN COMPLETED // CONTACTED CUSTOMER WAS ADVISED HIGH TECH AUTO RECENTLY PREFORMED TRANSMISSION REPAIRS // CONTACTED HIGHTECH AUTO ADVISED NEW SOLONOID PACK, WIRES AND HARNESS, AND PINS REPLACED // INSPECTED AND FOUND AFTERMAKET REPAIRS COMPLETE // TEST DROVE VEHCILE AGAIN // NO SHIFING CONCERNS NOTED AGAIN // HELD VEHCILE OVERNIGHT AND ROAD TESTED AGAIN // NO DRIVABILITY CONCERNS FOUND // SCANNED VEHCLE LAST TIME NO FAUTLS PRESENT // AT THIS TIME VEHICLE WORKING AS DESIGNED // CUSTOMER ADVISED TO RETURN TO LIA VW IF PROBLEM REOCCURS

Line Total... $129.00

They kept car for 4 days & claimed they found "Nothing"!

7/5? [redacted]

[redacted]

Additional information.

DATES to add . . . info to

11/2/18 ~~brought car~~ (towed car) to Hi-Tech Transmission & said 3 codes. Fixed? 2 codes & replaced Solenoid ~~pack~~
3 codes still show up incorrect.
Safety issues!

11/12/18 called VW America & complained

11/13/18 called NHTSA & complained.

11/16/2018 called VW Enfield Lia & told them this is a chrysler motor & chrysler engine.
Faulty product & that's why their codes in diagnosis don't show up as incorrect codes. since it does not recognize chrysler products in computers
VW [redacted]

11/28/2018 I had the Routan towed to Lia Enfield, CT VW & paid #129.00 & they said they drove it - test drive it for 4 days @ 15 miles each day & found nothing. We drove it home w/ only pulling over one x to correct not shifting gears. got a car rental & had it towed back to VW Enfield, CT & show no codes incorrect.

11/10/2018 at 118,925 mileage VW Enfield, CT said I would have to pay another diagnostic fee of #129.00 to see if they can find a problem. We said No, & brought car home (towed it) and on 12/29/2018 we sold it for a Honda Odyssey.
We Do not recommend this VW Routan mini-van - safety issues!!
& I attached last 2 invoices w/ issues that we paid for & problem still Not solved.

[redacted]

12/20/2018