NEF-010

CL-111538O9-6952

April 17, 2019

State of Maryland
Office of the Attorney General
200 Saint Paul Place
Baltimore, Maryland 21202-2021
Attention: Mr. Jerry Dieringer, Mediator,
Case Number: [redacted]

Dear Mr. Dieringer:

I am in receipt of your letter and Volkswagen's response dated April 4, 2019.

I have several concerns regarding the response from Volkswagen.

1. I request that my VIN number is made private and that it is not included on written correspondence. Volkswagen not only has included the VIN number on their letters but displays them on all new vehicles in the windshield when they had previously been privately concealed in the door jam of the vehicles.

2. I am concerned regarding the series of events and malfunctions of my Volkswagen and suspect the ABS wheel speed sensor and left front wheel bearing that was replaced after the vehicle malfunction on 10/24/2018 was in fact defective at the manufacturing level and upon purchase since this occurred at only 14,772 miles.

3. As stated in previous correspondence the most recent flattening of the tire occurred at the back left tire with no warning of the system. The warning only occurred after I completed my errand and completed my trip near my home. The complete breakdown of the vehicle in the first incident quickly made the car undriveable and had it occurred on a high speed road could have resulted into a serious accident. Refer to car manual instructions enclosed that describe that it is the dealer's responsibility to re SET the tire pressure sensor after working on the car and it appears that since the warning system was not functioning that it was not re SET properly at the dealer level.

4. I am also concerned that per the car manual (see enclosed) it indicates that if all 4 tires do not have exactly equal tread that such a malfunction could occur again. I consider this to be also a defect in design. It is impossible to have equal tread on all 4 tires particularly if one tire is replaced due to a flat. It is unreasonable to suspect that all 4 tires would be replaced at 15,813 miles if you have one flat tire. I am concerned that due to this overly sensitive defect that my car could become immobilized in the middle of a high speed road or highway and result in injury or death for all drivers, not just myself.

TG 4.29.19

As you can see in my most recent oil change they for the first time marked the tire tread and marked the left front with a longer tread of "8" since that tire had just been rotated from the back left

UD

RF

location and was the tire that had just been replaced on 2/28/2019. The oil change and check up occurred at a different Volkswagen Dealer than Heritage, "Cook's" on 3/28/2019.

At the time of the 3/28/2019 service the brake fluid was also refilled and I was curious if it had been required to be over-utilized due to the breaking system malfunctions.

I request a final review of these concerns by both the NHTSA, and FTC and request the assistance of the Attorney General's Office to refund me for the requested sum as well as ensure the proper functioning of my vehicle. I request a full investigation of the possible defects and I am appreciative that I currently have a new sensor and bearing. I do, however, want to ensure that it continues to work effectively despite the addition of a new tire.

I was assured by the Cook's dealership that the tire pressure had been re SET properly at their dealership but would expect that Volkswagen's response time and potential troubleshooting would have occurred more quickly to prevent injury and malfunctioning and potential harm to their customers. I feel that they failed at this protection.

Thank you in advance for your time and quick attention to this matter.

Sincerely,

[redacted]

Sparks, Maryland [redacted]

Personal and Confidential

cc: Federal Trade Commission, Reference Number [redacted]

NHTSA

Volkswagen Group of America

VOLKSWAGEN

State of MD
Office of Attorney General
200 Saint Paul Place
Baltimore MD 21202 2021

Laura M. Name
Sr. Specialist Title
Customer Resolution & Retention Department
(844) 862-8942 x43596 Phone
(248) 754-6504 Fax
Crr5@vwoa.com E-Mail

March 28, 2019 Date

RE: 2016 Volkswagen Beetle
Case: [redacted]
Owner: Ms. [redacted]
VIN: [redacted]
Case No; [redacted]

Dear Mr. Dieringer:

This will acknowledge receipt and response to your correspondence regarding [redacted] vehicle. We sincerely apologize for any service-related difficulties experienced with the vehicle.

We have thoroughly reviewed the service history of the 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. I am unable to reimburse [redacted] for the tire replacement or diagnosis fee as requested.

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,

Laura M.

Laura M.
Customer Resolution & Retention

Cc: [redacted]
Sparks, MD [redacted]

MileOne AUTOGROUP

Heritage Imports, Inc.
9808 Reisterstown Road
Owings Mills, Maryland 21117
(410) 363-8300

SUBARU

CUSTOMER NO. [redacted]	ADVISOR: ERIC TOSSMAN 3359	TAG NO: 4875	INVOICE DATE: 10/24/18	INVOICE NO: [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 14,772	COLOR: /	STOCK NO.
[redacted]	YEAR / MAKE / MODEL: 16/VOLKSWAGEN/BEETLE CONVERTI/2DR CN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.: ERIC		R.O. DATE: 10/22/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: [redacted]

LABOR & PARTS----------

J# 1 80VWZ — ENGINE PERF LVL A — TECH(S):7662 — WARRANTY

CUSTOMER STATES MULTIPLE LIGHTS ON THE DASH BOARD--TRACTION CONTROL, ABS, AIRBAG LIGHTS ARE ON. CHECK AND ADVISE
TECH SCANNED FAULTS. STORED FOR THE LEFT FRONT ABS WHEEL SPEED SENSOR. CHECKED CONNECTION FOR ABS SENSOR. ENSURED WAS FULLY CONNECTED. TEST DROVE VEHICLE.
REPLACED LEFT FRONT ABS WHEEL SPEED SENSOR AND LEFT FRONT WHEEL BEARING. TEST DROVE VEHICLE, VEHICLE OPERATING AS DESIGNED AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	5K0-498-621	BEARING			WARRANTY
JOB # 1	1	WHT-003-857	SENSOR			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 60VWZ — ELECTRICAL LVL A — TECH(S):7662 — WARRANTY

CUSTOMER STATES WHEN PUTTING UP THE CONVERTIBLE TOP THE REAR WINDOWS DON'T ALWAYS COME UP. CHECK AND ADVISE
TECH COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.
VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS----------

Thank you for choosing Heritage as the place to service your vehicle. Our commitment is to provide you with a TRULY OUTSTANDING service experience.

If I can assist you in any way please call me directly,
John Schilling, Service Manager at 443.352.6369
Email Address, jschilling@mileone.com

THANK YOU!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

Make your next Appointment at...
Call us at 877-489-7822

CUSTOMER SIGNATURE

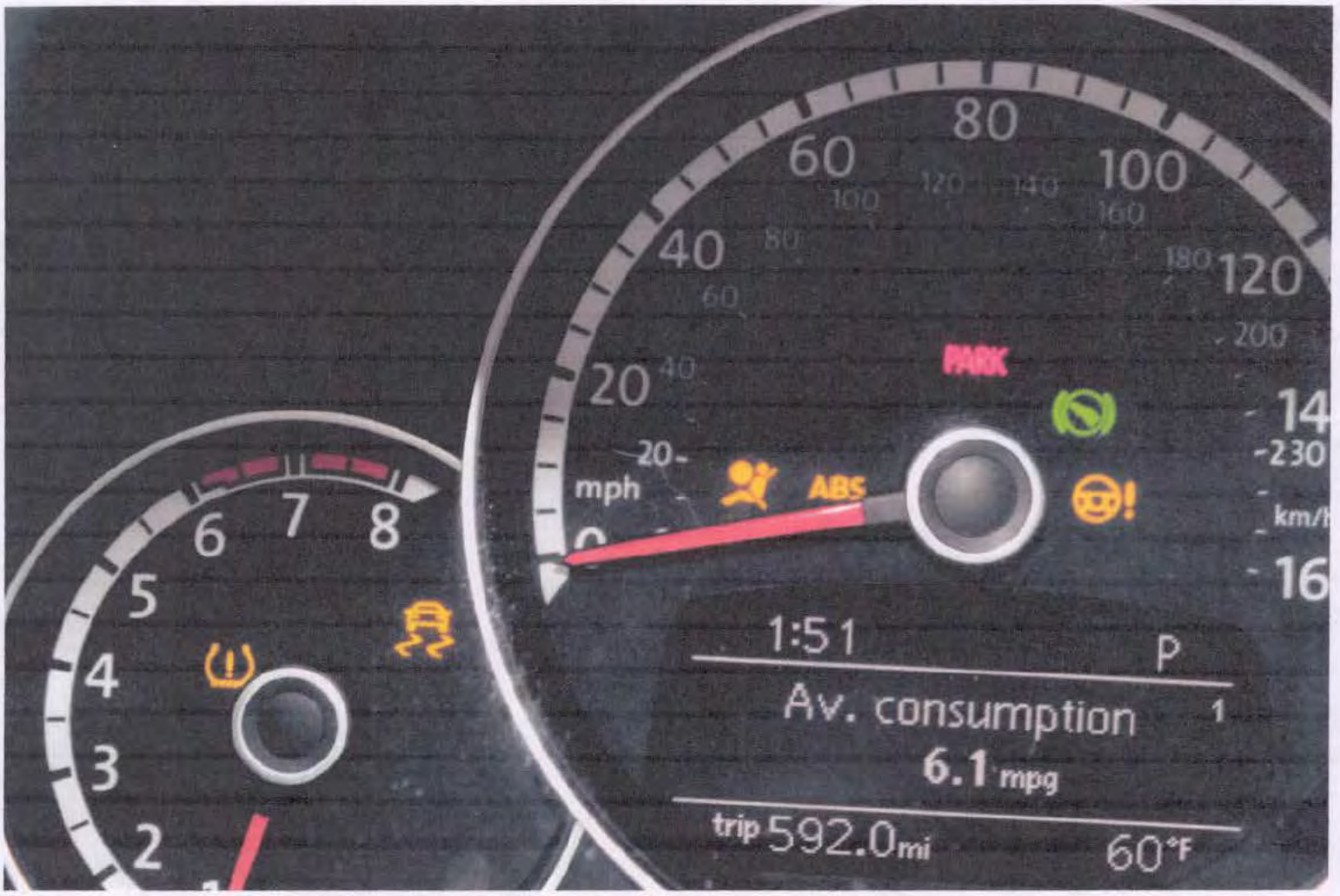
MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information which may be available for a fee or for free.

LOSS / DAMAGE DISCLAIMER

Under certain circumstances such as fire theft or other cause out of their control Mile One may not be responsible for loss or damage to motor vehicle or articles left in the vehicle housed at a Mile One facility. You have a right to ask a Mile One representative about the extent of its responsibility, including the extent of the insurance coverage of the automotive repair facility. Mile One is not responsible for valuables left in the vehicle including money, tapes, CDs, cell phones, radar detectors, CB radios, etc.

"Claims for work performed must be made within 12 months or 12,000 miles from date of work."



10-19-2018

1. Lights up: TIRE pressure too low
2. Lights up: ESC Malfunction or ESC switched off by the system
3. Airbag and safety belt pretensioner system Malfunction
   AUTOMATIC ROLLOVER Support SYSTEM MAlfunction
4. ABS MAlfunction
5. STOP PARking BRAKES engaged
6. Lights up: Depress Brake pedal!
7. PROBLEM WITH STEERING

⚠ WARNING (continued)

Pressure Monitoring System (TPMS) and recalibration with the SET button.

⚠ WARNING

Improper use of the SET button can cause the TPMS to give false warnings or to give no warning despite dangerously low tire pressure ⇒ page 198, *Tire Pressure Monitoring System (TPMS) and recalibration with the SET button.*

⚠ WARNING

Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.

- **Never ignore warning lights or text WARNINGS.**

⚠ WARNING (continued)

- **Always stop the vehicle as soon as it is safe to do so.**

NOTICE

Failure to heed warning lights or text WARNINGS can result in vehicle damage.

If the ignition is switched on, an acoustic warning sounds when low tire pressure is detected. If a system malfunction is detected, no acoustic warning sounds.

Driving for a longer period of time on rough roads or with a dynamic and sporty style can make the TPMS system temporarily unavailable. The indicator light will come on, signaling a malfunction, but will go out again once the road condition or driving style changes.

Tire Pressure Monitoring System (TPMS) and recalibration with the SET button

Fig. 99 In the glove compartment: SET button for the Tire Pressure Monitoring System.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 193.

Your vehicle's Tire Pressure Monitoring System (TPMS) indirectly checks the tire pressure of all 4 tires while you are driving by using the Anti-lock Brake System (ABS) sensors to monitor the tread circumference (rolling circumference) and vibration characteristics of the individual tires.

The tread circumference of a tire can change:

- If a tire's inflation pressure is too low.
- If the tire's tread is damaged or the tire is structurally damaged.
- If one side of the vehicle is more heavily loaded than the other.
- If there is more weight on one axle than the other (such as when towing a trailer).
- If a compact spare wheel has been mounted.
- If a wheel was replaced on each axle.
- If a tire was changed.
- If the tire pressure was changed, or wheels were rotated or replaced, but the TPMS was not reset.
- If there are snow chains on the tires. Using snow chains can cause the system to give false warnings because snow chains increase tire circumference.

The Tire Pressure Monitoring System (TPMS) may not react at first or may not react at all when you are driving in a sporty manner, or on snow-covered or unpaved roads, when you are driving with snow chains, or in certain other situations. A change in the tread circumference of a tire is signaled by the Tire Pressure Monitoring System indicator in the instrument cluster (telltale).

The tire pressure recommended for the tires originally installed on the vehicle is on a sticker on the driver door jamb ⇒ page 164, *Tires and wheels*.

Each tire, including the spare (if provided), should be checked monthly when cold and inflated to the inflation pressure recommended by the vehicle manufacturer on the vehicle placard or tire inflation pressure label. (If your vehicle has tires of a different size than the size indicated on the vehicle placard or tire inflation pressure label, you should determine the proper tire inflation pressure for those tires.)

As an added safety feature, your vehicle has been equipped with a Tire Pressure Monitoring System (TPMS) that illuminates a low tire pressure telltale when one or more of your tires is significantly underinflated. Accordingly, when the low tire pressure telltale illuminates, you should stop and check your tires as soon as possible, and inflate them to the proper pressure. Driving on a significantly underinflated tire causes the tire to overheat and can lead to tire failure. Underinflation also reduces fuel efficiency and tire tread life, and may affect the vehicle's handling and stopping ability.

Please note that the TPMS is not a substitute for proper tire maintenance, and it is the driver's responsibility to maintain correct tire pressure, even if underinflation has not reached the level to trigger illumination of the TPMS low tire pressure telltale.

Your vehicle has also been equipped with a TPMS malfunction indicator to indicate when the system is not operating properly. The TPMS malfunction indicator is combined with the low tire pressure telltale. When the system detects a malfunction, the telltale will flash for approximately one minute and then remain continuously

illuminated. This sequence will continue upon subsequent vehicle start-ups as long as the malfunction exists.

When the malfunction indicator is illuminated, the system may not be able to detect or signal low tire pressure as intended. TPMS malfunctions may occur for a variety of reasons, including the installation of replacement or alternate tires or wheels on the vehicle that prevent the TPMS from functioning properly. Always check the TPMS malfunction telltale after replacing one or more tires or wheels on your vehicle to ensure that the replacement or alternate tires and wheels allow the TPMS to continue to function properly.

Resetting and recalibrating the benchmark tire pressure

The SET button for the Tire Pressure Monitoring System is in the glove compartment ⇒ fig. 99. The SET button resets the benchmark tire pressure used by the TPMS to the current tire pressure in the tires based on the circumference of the tires. To reset the TPMS, switch on the ignition and then press and hold the SET button until you hear a confirmation chime. The chime usually sounds after a couple of seconds. The SET button must be pressed for at least 2 seconds but no more than 30 seconds each time the tire pressure in one or more tires has been adjusted or after one or more tires has been changed, exchanged, or repaired. The new tire pressures are stored in the system only after at least 20 minutes of normal driving.

If you use the SET button to reset the benchmark tire pressure when your tires do not have the correct tire pressure, this will prevent the TPMS from working properly. It may then give false warnings or may not give any warning even if the tire pressure is too low.

For this reason, it is vital to make certain that all 4 tires are inflated to the correct pressure when they are cold before pressing the SET button. Cold tire tires are tires that have not been driven more than a couple of miles (kilometers) at low speed within the last 3 hours.

Use the SET button to reset the benchmark TPMS pressure in the following situations:

- After installing tires on your vehicle that have recommended cold tire inflation pressures that are different from the tires that were taken off.
- After any tire on your vehicle is removed and then remounted, even if the same tire and wheel rim that were taken off are reinstalled (for instance, after repair).
- After any tire on your vehicle is changed and replaced by another tire, even if the replacement tire is the same type and is inflated to the same pressure as the tire it replaced.
- After adjusting the tire pressure of any tire on the vehicle to its correct cold tire inflation pressure, either by putting air in one or more tires or by letting air out. Do this even though air was only added (or let out) to bring the tire to the inflation pressure it should have had all along.
- After rotating the front and rear wheels ⇒ page 164, *Tires and wheels*.
- After mounting the compact spare wheel.

⚠ WARNING

Improper use of the SET button can cause the TPMS to give false warnings or to give no warning despite dangerously low tire pressure. Make certain the tire inflation pressure of all tires is correct before using the SET button.

⚠ WARNING

Incorrect tire pressure can cause sudden tire failure, loss of vehicle control and serious personal injury.

- **Always check and correct air pressure in all 4 tires, particularly after changing, exchanging, or repairing tires.**
- **After that, always make sure that all 4 tires are inflated to the correct tire pressure for the tires installed on the vehicle. Then push the SET button for the Tire Pressure Monitoring System (TPMS) so that it can properly monitor the pressure in the tires.**
- **Press and hold the SET button until the confirmation chime sounds. Hold the SET button for at least 2 seconds, but not more than 30 seconds.**

⚠ WARNING (continued)

- **See the tire pressure label ⇒ page 171, *Tire inflation pressure* and the Owner's Literature for recommended cold tire inflation pressure and other important information.**
- **When replacing tires or wheel rims, always read and heed all of the information and WARNINGS ⇒ page 164, *Tires and wheels*.**
- **The Tire Pressure Monitoring System must be recalibrated using the SET button whenever you remove and remount or change any wheel or tire on the vehicle, even if the reinstalled or replacement wheels and tires are identical to those that were removed and even if the tire pressure does not change.**

The Tire Pressure Monitoring System stops working if there is an ESC/ABS malfunction ⇒ page 229, *Braking and parking*.

After a low tire pressure warning, the vehicle must stand and must not be driven for at least 1 minute before the SET button ⇒ fig. 99 can be used to store a new benchmark tire pressure.

NOTICE

- Always be careful when you park in areas with parking barriers or high curbs. These vary in height and could damage your bumper and related parts if the front of your vehicle hits a barrier or curb that is too high while you are getting into or out of a parking spot. To help prevent damage, stop before the tires of your vehicle touch a parking barrier or curb.
- Always be careful when you enter a driveway or drive up or down steep ramps or over curbs or other obstacles. Parts of the vehicle close to the ground may be damaged (such as bumper covers, spoilers, and parts of the engine, suspension, and exhaust systems).

Warning and indicator lights

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 229.

Lights up	Possible cause or meaning ⇒ ⚠	Proper response
(P) PARK	Parking brake engaged.	**Stop!** Release the parking brake ⇒ page 231.
(!) / BRAKE	Brake system malfunction.	**Stop!** Get professional assistance immediately ⇒ page 233.
	Brake fluid level too low.	**Stop!** Check the brake fluid level ⇒ page 237.
	Together with ABS indicator light or ABS: ABS failure.	See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. The vehicle brakes will work without ABS.
	ESC switched off by the system.	Switch ignition off and on again. You may have to drive a short distance.
	ESC malfunction.	See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	Together with the ABS indicator light or ABS: ABS malfunction.	See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. The vehicle brakes will work without ABS.
	Vehicle battery has been reconnected.	Drive a short distance at a speed of 10–12 mph (15–20 km/h). If the indicator light stays on, see an authorized Volkswagen dealer or an authorized Volkswagen Service Facility ⇒ page 296.
/ ABS	Together with ESC indicator light: ABS malfunction.	See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. The vehicle brakes will work without ABS.
	Together with warning light or BRAKE: ABS failure.	
	Brake pedal not depressed.	Depress the brake pedal to select a gear or drive position.

Flashes	Possible cause or meaning ⇒ ⚠	Proper response
	ESC or ASR is operating.	Take foot off accelerator pedal. Adapt driving to road conditions.
	The release button in the selector lever is not engaged.	Engage the Automatic Shift Lock (ASL) ⇒ page 222.

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.

⚠ WARNING

Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.

- Never ignore warning lights or text WARNINGS.
- Always stop the vehicle as soon as it is safe to do so.

⚠ WARNING

Driving with bad brakes can cause a collision and serious personal injury.

- If the brake warning light BRAKE or does not go out, or lights up when driving, either the brake fluid level in the reservoir is too low or there is a fault in the brake system. Stop the vehicle as soon as you can do so safely and get expert assistance ⇒ page 237, *Brake fluid*.
- If the brake warning light BRAKE or lights up at the same time as the ABS warning light ABS or , the ABS may not be working properly. This could cause the rear wheels lock up relatively quickly during braking. Rear wheel brake lock-up can cause loss o vehicle control.
- If you believe the vehicle is safe to drive drive slowly and very carefully to the neare authorized Volkswagen dealer, authorized Volkswagen Service Facility, or other qualified workshop and have the brake system i spected. Avoid sudden hard braking and steering.
- If the ABS indicator light ABS or does r go out, or if it lights up while driving, the AE system is not working properly. The vehicle can then be stopped only with the standard brakes (without ABS). You will not have the protection ABS provides. Contact your authorized Volkswagen dealer or an authorize Volkswagen Service Facility as soon as pos sible.
- If the brake pads are worn or you notice changes in the way the vehicle brakes, imm diately contact an authorized Volkswagen dealer or authorized Volkswagen Service Fa cility to have the brake pads checked and, if necessary, replaced.

NOTICE

Failure to heed warning lights or text WARNINGS can result in vehicle damage.

Parking brake

Fig. 121 Between the front seats: Parking brake.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 229.

Setting the parking brake

- Pull the parking brake lever up firmly.
- When the ignition is on, the indicator light c PARK appears in the instrument cluster display to show that the parking brake is engaged ⇒ page 230, *Warning and indicator lights*.

ESC and ASR can help when driving on loose surfaces (such as gravel) and in deep snow. If you are stuck in deep snow, you may be able to get out again by "rocking" the vehicle back and forth. ESC and ASR recognize this special driving situation and automatically increase the slip and let ESC help you wheels. Keep pressing the accelerator pedal to increase the speed of the front wheels and keep moving or get moving.

Electronic Differential Lock (EDL and XDL)

EDL is applied during regular straight-line acceleration. EDL brakes a drive wheel that has lost traction (spinning) and redirects the drive force to other driven wheels. In extreme cases, EDL automatically switches off to keep the brake from overheating. As soon as the brake has cooled down, EDL automatically switches on again.

XDL is an extension of the Electronic Differential Lock system. XDL does not react to drive wheel slippage when driving straight ahead. Instead, XDL detects slippage of the inside front wheel during fast cornering. XDL applies enough brake pressure to this wheel in order to stop the slippage. This improves traction, which helps the vehicle stay on track.

⚠ WARNING

Driving fast on icy, slippery, or wet roads can lead to a loss of control and result in serious personal injury for you and your passengers.

- **Always adjust your speed and driving style to road, traffic, weather, and visibility conditions. Never let the additional safety that ESC, ABS, BAS, ASR, and EDL can provide tempt you into taking extra risks.**
- **Braking assistance systems cannot overcome the laws of physics and always prevent loss of vehicle control. Slippery and wet roads are still dangerous even with ESC and the other systems!**
- **Driving too fast on wet roads can cause the wheels to lose contact with the road and hydroplane." A vehicle that has lost road contact cannot be braked, steered, or controlled.**

⚠ WARNING (continued)

- **These systems cannot reduce the risk of accident, for example if you drive too fast for conditions or if you do not keep your distance from the vehicle in front of you.**
- **Although these systems are very effective and can help you control the vehicle in many difficult situations, always remember that your vehicle handling control is limited by tire traction.**
- **When accelerating on a slippery surface, for example on ice and snow, depress the accelerator carefully. Even with these systems, the wheels may start to spin, leading to a loss of vehicle control.**

⚠ WARNING

The effectiveness of ESC can be significantly reduced if other components and systems that affect vehicle dynamics, including but not limited to brakes, tires, and other systems mentioned above, are not properly maintained or functioning.

- **Always remember that vehicle alterations or modifications can affect the functioning of the ABS, BAS, ASR, EDL, and ESC systems.**
- **Changing the vehicle suspension or using an unapproved tire/wheel combination can change the way the ABS, BAS, ASR, EDL, and ESC systems work and reduce their effectiveness.**
- **The effectiveness of ESC is also determined by the tires fitted ⇒ page 164, *Tires and wheels*.**

All 4 wheels must be equipped with identical tires in order for ESC and ASR to work properly. Differences in the tread circumference of the tires can cause the system to reduce the engine power when it is not expected.

If ABS is not working, ESC, ASR, and EDL will also not work.

You may hear noises when these systems are active.

Brake fluid

Fig. 122 In the engine compartment: Brake fluid reservoir cap.

Please first read and note the introductory information and heed the WARNINGS ⚠ on page 229.

Brake fluid absorbs water from the air over time. Too much water in the brake fluid will damage the brake system. Water also lowers the boiling point of the brake fluid. Too much water in the brake fluid can cause vapor lock during heavy brake use or hard braking. Vapor lock reduces braking performance, increases stopping distances and can even cause total brake failure. Your safety and the safety of others depends on brakes that are working properly at all times ⇒ ⚠.

Brake fluid specifications

Volkswagen has developed a special brake fluid that is optimized for the brake system in your Volkswagen. Volkswagen recommends that you use brake fluid that expressly conforms to quality standard **VW Standard 501 14** for optimum performance of the brake system. Check the information on the container for the brake fluid you want to use to make sure it meets the requirements for your vehicle.

Brake fluid that complies with **VW Standard 501 14** can be purchased from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If this special brake fluid is not available you may – under these circumstances – use another high quality brake fluid that complies with U.S. Federal Motor Vehicle Safety Standard (FMVSS) 116 DOT 4 ⇒ ⚠.

Please note, however, that not all brake fluids that comply with U.S. Federal Motor Vehicle Safety Standard (FMVSS) 116 DOT 4 have the same chemical composition. Some of these brake fluids can contain chemicals that could, over time, degrade or damage internal parts of the vehicle's brake system.

Volkswagen therefore recommends that you use brake fluid that expressly complies with **VW Standard 501 14** for optimum brake system performance over the long term.

Brake fluid level

The fluid level in the transparent brake fluid reservoir must always be between the MIN and MAX marking ⇒ ⚠.

On some vehicles, engine components block the view of the brake fluid reservoir and make it impossible to see the brake fluid level. If you cannot clearly see the brake fluid level in the brake fluid reservoir, please see an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The brake fluid level drops slightly when the vehicle is being used as the brake pads wear and the brakes are automatically adjusted.

Changing brake fluid

Brake fluid must be changed according to the service schedule in your ⇒ booklet *Warranty and Maintenance*. Have the brake fluid checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. Refill only with new brake fluid that meets the standards listed above.

⚠ WARNING

Brake failure and reduced brake performance can be caused by not having enough brake fluid in the reservoir or by old or incorrect brake fluid.

- **Check the brake system and brake fluid level regularly.**
- **Always change the brake fluid according to the service schedule in your ⇒ booklet *Warranty and Maintenance*.**
- **Hard braking with old brake fluid may cause vapor lock. Vapor lock reduces braking performance, increases stopping distances and can even cause total brake failure.**
- **Always make sure that only the correct brake fluid is used. Only use brake fluid that expressly conforms to VW Standard 501 14 or, if it is not available, only use a high-quality brake fluid that conforms to U.S. Standard FMVSS 116 DOT 4 requirements.**

⚠ WARNING

New brake pads do not provide maximum braking performance.

- New brake pads do not have the best stopping power for the first 200 miles (320 km) and must be "broken in." You can compensate for the slightly reduced braking force by putting more pressure on the brake pedal.
- Drive with extra care while the new brake pads are being broken in. This reduces the risk of collisions and serious personal injuries due to a loss of control over the vehicle.

Never follow other vehicles too closely or put yourself into other situations that might require sudden, hard braking, especially when the brake pads have not been broken in.

⚠ WARNING

Overheated brakes will reduce the vehicle's stopping power and increase stopping distances considerably.

When driving downhill, the brakes have to work especially hard and heat up quickly.

Before driving downhill, especially on hills that are long or steep, always reduce speed and shift into lower gear (manual or automatic transmission). This will let the vehicle use engine braking and reduce the load on the brakes. Otherwise, the brake system could overheat and possibly fail. Only use the brakes when you need them to slow the vehicle down more or to stop.

A damaged front bumper or a non-standard spoiler can reduce airflow to the brakes and make them overheat.

⚠ WARNING

Worn brakes or brakes coated with ice or road salt react slower and need longer stopping distances.

⚠ WARNING (continued)

- Carefully apply the brakes to test them.
- Always dry brakes and clean off ice and salt coatings with a few cautious brake applications when visibility, weather, road and traffic conditions permit.

⚠ WARNING

Driving when the brake booster is not working increases stopping distances and can cause accidents and serious personal injuries.

- Never let the vehicle coast when the engine is switched off.
- If the brake booster is not working (such as when the vehicle is being towed), a lot more pedal force is needed to slow down and stop.

NOTICE

- Never "ride" the brakes by keeping your foot on the brake pedal when you do not want to brake. Constant pressure on the brake pedal can make the brakes overheat. Riding the brakes will substantially reduce braking performance, increase stopping distance, and can cause complete brake system failure.
- Before driving downhill, especially on hills that are long or steep, always reduce speed and shift into lower gear (manual or automatic transmission). This will let the vehicle use engine braking and reduce the load on the brakes. Otherwise, the brake system could overheat and possibly fail. Only use the brakes when you need them to slow the vehicle down more or to stop.

When the front brakes are serviced, you should have the rear brake pads inspected at the same time. The wear of all brake pads should be visually checked regularly. The best way to check for brake pad wear is to have your authorized Volkswagen dealer or authorized Volkswagen Service Facility visually inspect the pads through the openings in the wheel rims or from underneath the vehicle. If necessary, the wheels can be taken off for a more thorough inspection.

ing assistance systems

Please first read and note the introductory information and heed the WARN- ⚠ on page 229.

The ESC, ABS, BAS, ASR, and EDL braking assistance systems work only when the engine is running. These systems can significantly improve active driving safety.

Electronic Stability Control (ESC)

ESC helps to improve road holding and vehicle dynamics to help reduce the probability of skidding and loss of vehicle control. It works only when the engine is running. ESC detects certain difficult driving situations, including when the vehicle is beginning to spin (yaw) out of control. ESC then helps you to get the vehicle back under control by selectively braking the wheels and/or reducing engine power and by providing steering assistance to help hold the vehicle on the driver's intended course.

ESC has limitations. It is important to remember that ESC cannot overcome the laws of physics. It will not always be able to help out under all conditions you may come up against. For example, ESC may not always be able to help you master situations where there is a sudden change in the coefficient of friction of the road surface. When there is a section of dry road that is suddenly covered with water, slush or snow, ESC cannot perform the same way it would on a dry surface. If the vehicle "hydroplanes" (rides on a cushion of water instead of the road surface), ESC will not be able to help you steer the vehicle because contact with the pavement has been interrupted and the vehicle cannot be braked or steered. During fast cornering, particularly on winding roads, ESC cannot always deal as effectively with difficult driving situations as it can at lower speeds.

Always adjust your speed and driving style to visibility, road, traffic, and weather conditions. ESC cannot override the vehicle's physical limits, increase the available traction, or keep a vehicle on the road if road departure is a result of driver inattention. Instead, ESC improves the possibility of keeping the vehicle under control and on the road during extreme maneuvers by using the driver's steering inputs to help keep the vehicle going in the intended direction. If you are traveling at a speed that causes you to run off the road before ESC can provide any assistance, you may not experience the benefits of ESC.

ESC includes and/or works together with the ABS, BAS, ASR, EDL, and XDL systems (see below). ESC is switched on all the time and cannot be switched off.

Automatic Post-Collision Braking System

In the event of an accident, the Automatic Post-Collision Braking System can help the driver to reduce the risk of skidding and the danger of secondary collisions through automatic braking.

The Automatic Post-Collision Braking System only functions in frontal, side, and rear collisions if the airbag control unit registers the corresponding triggering threshold during the accident, and the accident occurs at a speed greater than 6 mph (10 km/h).

The ESC brakes the vehicle automatically, provided that the hydraulic braking system, the ESC, and the electrical system are undamaged in the accident and remain functional.

The following actions override automatic braking in the event of an accident:

- When the driver depresses the accelerator. No automatic braking occurs.
- When the brake pressure transmitted through the depressed brake pedal is greater than the brake pressure provided by the system. The vehicle is braked manually.

Anti-Lock Brake System (ABS)

ABS helps to keep the wheels from locking up and helps to maintain the driver's ability to steer and control the vehicle. This means the vehicle is less likely to skid, even during hard braking:

- Push the brake pedal down hard and hold it there. Don't take your foot off the pedal or reduce the force on the pedal!
- Do not "pump" the brake pedal or let up on it!
- Steer the vehicle while pushing down hard on the brake pedal.
- ABS stops working if you release or let up on the brake.

When ABS is doing its job, you will notice a **slight vibration** through the brake pedal and hear a noise. *ABS cannot shorten the stopping distance under all conditions.* The stopping distance may even be longer, for instance, when driving on gravel or on newly fallen snow covering an icy or slippery surface.

Brake Assist (BAS)

The Brake Assist System can help to reduce stopping distances. If you press the brake pedal very quickly, BAS detects an emergency situation. It then very quickly builds up full brake system pressure, maximizing braking power and reducing the stopping distance. This way, ABS can be activated more quickly and efficiently.

Do **not** reduce pressure on the brake pedal! BAS switches off automatically as soon as you release or let up on the brake.

Anti-Slip Regulation (ASR)

ASR reduces engine power directed to spinning wheels and adjusts power to the road conditions. Even under poor road conditions, ASR can make it easier to get moving, accelerate, and climb hills.

COOK VOLKSWAGEN LLC.
2110 Bel Air Rd.
Fallston, MD 21047
Phone: (410) 877-1500

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
3/28/19	[redacted]
R/O Close Date	Status
3/28/19	Pre-Invoi
Mileage In	Mileage Out
16038	16038
Service Advisor / Tag #	
Michael Morriso/098*V	

[redacted]

Work Phone	Vehicle Identification Number
	[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	10/26/15

Year	Make	Model	Body	Color	License Numbe
2016	VOLKSWAGEN	BEETLE CONVER	2DR AUTO 1.8T SE		

VW SERVICE CONTRACT Exp: 37500 or 4/14/19 Ded: 0

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Email: [redacted]		
#1 - SXINSP: SERVICE EXPRESS INSPECTION		
Sub Total: .00		
#2 - 30K: 30,000 MILE MAINTENANCE SERVICE		
Corrected by MAINTENANCE 30000 MLS/48000 KM - AUTOMATCTRANSMISSION - VOLKSWAGEN CARE		
Tech: Dan B (72)		Serv Cont
Corrected by PERFORMED BRAKING SYSTEM FLUID SERVICE COMPLETE		
Tech: Dan B (72)		Serv Cont
Installed N 91167901 :PLUG	Qty: 1	Serv Cont
Installed N 0138157 :WASHER	Qty: 1	Serv Cont
Installed 06L115562B :FILTERELEM	Qty: 1	Serv Cont
Installed G 052167S0 :ENGINE OIL	Qty: 57	Serv Cont
Installed B 000750M2 :BRAKEFLUID	Qty: 2	Serv Cont

Brake Fluid good for 2 years

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the 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 vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made 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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.
PARTS	.
DEDUCTIBLE	.
SUBLET	.
SHOP SUPPLIES	.
HAZARDOUS MATERIALS	.
SALES TAX OR TAX I.D.	.
SPECIAL ORDER DEPOSIT	.
DISCOUNTS	.
TOTAL DUE	.

COOK VOLKSWAGEN, LLC.

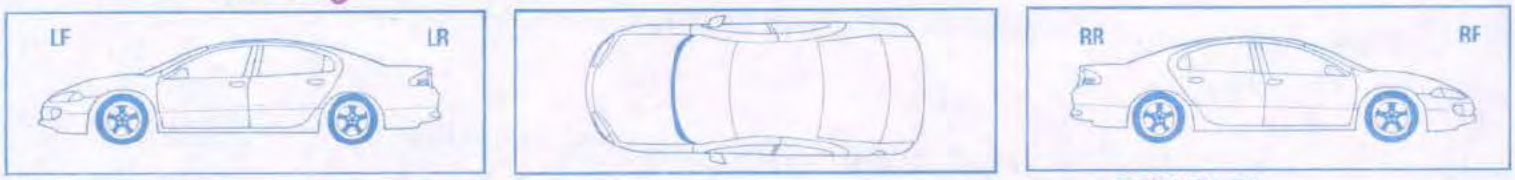
2110 Belair Road
Fallston, MD 21047
410-877-1500

MULTI-POINT VEHICLE INSPECTION REPORT

NAME: _____ YEAR/MODEL: _____ DATE: _____

LICENSE PLATE: _____ VIN #: 6W[redacted]

MILEAGE: 160838 SERVICE ADVISOR: _____ TECHNICIAN: _____



OK		ADD		COMMENTS
☐	CHECK & FILL	☒	Window washer fluid level	
☐		☐	Transmission fluid level	
☒		☐	Brake fluid level	Performed brake flush
☒		☐	Power steering fluid level	
☒		☐	Coolant recovery reservoir fluid level	
☐		☐	Hydraulic clutch reservoir fluid level	

CHECKED AND OKAY
MAY REQUIRE FUTURE ATTENTION
REQUIRES IMMEDIATE ATTENTION

☒	☐	☐	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	
☒	☐	☐	Windshield washer spray, wiper operation and wiper blades	
☒	☐	☐	Radiator, heater and air conditioner hoses for visual signs of leaks or damage	
☒	☐	☐	Oil and/or fluid leaks	
☒	☐	☐	CV drive axle boots (if equipped)	
☒	☐	☐	Exhaust system (leaks, damage, loose parts)	
☒	☐	☐	Drive shaft, trans, u-joints & shift linkage	
☒	☐	☐	Steering and steering linkage	
☒	☐	☐	Suspension (shocks/struts for bounce, leaks or damage)	
☒	☐	☐	Accessory drive belts	
☒	☐	☐	Battery terminals	
☒	☐	☐	Tire tread depth	LF 8 32nds % / LR 6 32nds % / RF 6.5 32nds % / RR 6 32nds %
☒	☐	☐	Brake Linings	LF 10 mm % / LR 8 mm % / RF 10 mm % / RR 5 mm %

ADDITIONAL COMMENTS: _____

NEXT SERVICE APPOINTMENT:

REASON FOR SERVICE

[redacted]
Spares, Maryland [redacted]

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

Personal and Confidential

CONFIDENTIAL