

226

NEF-DIO

 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 04-FEB-2019 JUN 21 2019		Repository ☐ Reference No. 11173920	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
BRICK		NJ					
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	
3VWD17AJ6FM				VOLKSWAGEN		JETTA	
Date Purchased		Dealer's Name and Telephone Number				Engine:	
10/1/11		Shenandoah Volkswagen				No: Cylinders	
Original Owner		Dealer's City		State		Zip Code	
☒		Red Bank		NJ			
Transmission Type		☐ Antilock Brakes		Powertrain		Multiple Failure:	
		☐ Cruise Control				-YES-	
				Incident Date(s)		01-FEB-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS)						Failure Mileage	
TURBO, NOISE IN ENGINE, LEAKS						42000	
VW FAILED TO DIAGNOSE/OUTSIDE MECHANIC DIAGNOSED IT						Failure Speed	
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		Failure Location:			
		☐ Prior Repair		MULTIPLE LOCATIONS			
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	
☐ Yes ☒ No		☐ Yes ☒ No				Reported to Police	
						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 2015 VOLKSWAGEN JETTA. WHILE ATTEMPTING TO START THE VEHICLE, IT FAILED TO OPERATE. THE CONTACT HAD TO CONSTANTLY PRESS THE START BUTTON IN ORDER FOR THE VEHICLE TO START. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THERE WERE RIPPLES IN THE CHARGING SYSTEM, LEAKAGE IN THE TRANSMISSION, AND LEAKAGE FROM THE TURBO THAT NEEDED TO BE REPAIRED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE PERSISTED. THE VEHICLE WAS TAKEN BACK TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE SHUTTER GRILL NEEDED TO BE REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 42,000. VW Refused to accept any other independent mechanics diagnosis and to take VW starts not happening. Defect Tires, windows, smell from heater, defect shocks, struts, Radio gets hot; VW was told shutter grill but cant diagnose problem and starting problem and key system. Multiple coverages have been made.							
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.							

Aware
All
Issues

TO ~~DATE~~ CAN will NOT start Numerous Times
All Dealerships and VW Headquarters
Are Aware of my FACTS since 2015
VW UNABLE to promptly fix or Diagnose
Any problems with their Vehicles.
hist of All Complaints



SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Engine / NOISE				
TRANSMISSION NOISE				
CAR NOT STARTING Stalling OUT				
Brake Loss				
LEAKS TURBO				
LEAKS TRANSMISSION				
defect. Leaking STAYS/shocks				
Radio Hot to touch				
A/C Smoke Fumes/ Noise				
deflated Tires				
Right window x 2 d. Keys				

Total days out of service for all problems

Signature of Titled Owner(s)

Date

10/23/18

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

Court

Inspect All

Year _____ Make _____ Model _____
 VIN _____

MILEAGE: 38068

Maintenance Services / Starting

Inspect	Visual			Sched. Maint.	Why Recommended
	OK	SUG	REQ		
Wiper Blades	✓				☐ Front ☐ Rear
Head Lights	✓				
Vital Lights	✓				☐ Brake ☐ Turn Signal ☐ License Plate ☐ Park
Air Filter					
Cabin Air Filter					
CV Valve					
Washer Fluid	✓				LO
Oil Level	✓				Full
Power Str. Fluid Level	✓				Electric
Master Cyl. Fluid Level	✓				☐ Brake Inspection
Brake Fluid Flush					0 10 30 100 2000 3000 Copper parts per million
Trans. Service					☐ Flush ☐ Pan Service
Coolant Level / Flush	✓				Type _____
Coolant Hoses	✓				☐ Upper ☐ Lower ☐ Bypass ☐ Hose
Belts	✓				ALT PS Belts A/C AP 1 2 3 4
Battery D-18 Test	✓				☐ Good ☐ Marginal ☐ Replace
Battery Accessories	✓				☐ Cable Ends / Cables ☐ Pos Neg ☐ Hold Down
Battery Guard	✓				☐ Corrosion ☐ Preventive

Complete In Addition to The A

Maintenance Services / Starting

Inspect	Visual			Sched. Maint.	Why Recommended
	OK	SUG	REQ		
Int / Charge	✓				
Alternator					
Spark Plugs					
Oil Filter					
Oil System					
Ignition Wires					
Valve Cover					
Steering					☐ Pressure ☐ Return
Timing Belt					

Exhaust

Exhaust System				☐ Intermediate Pipe ☐ Muffler ☐ Tail
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Steering and Suspension

Front				☐ Front ☐ Rear
Shock Absorber				☐ Idler ☐ Pitman
Control Arm				☐ Control Arm ☐ Sway Bar ☐ Front Rear
Strut				☐ Front Rear ☐ Left Right
Ball Joints	✓			☐ L Out ☐ L In ☐ R In ☐ R Out ☐ Sh
Coil Springs	✓			☐ L Upper ☐ R Upper ☐ L Lower ☐ R Lower Spec Actual
Stabilizer				☐ L Out ☐ L In ☐ R In ☐ R Out
Brake				☐ Front Rear ☐ Left Right ☐ Front Rear ☐ Left Right



FIRESTONE00965
 629 BRICK
 BRICK, NJ
 08723
 732-477-4900

BATTERY RESULTS

MEASURED: 742 CCA
 RATED: 648 CCA
 TEMPERATURE: 97°F
 VOLTAGE: 12.84V

GOOD BATTERY



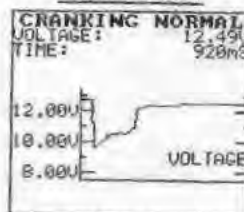
Your battery is in good condition. Recommend getting it checked again before temperature changes are expected.

10/04/2018
 2:19 PM

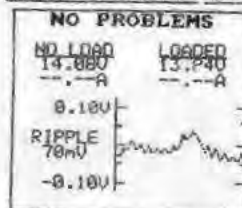
TECHNICIAN: MATT

Test Code
 998A09-881E24-Q0

STARTER TEST



CHARGING SYSTEM TEST



When you need an Interstate battery return to this authorized dealer for \$15 off

E
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jer.

if Signa
ess oth

Ripples in charging system
 VW car
 Ford

01/30/2018

**FIRESTONE COMPLETE AUTO CARE
BRICK
629 BRICK BLVD
BRICK, NJ. 08723-4101**

Service Advisor:

01 STEVE

732.477.4900

2015 VOLKSWAGEN JETTA BASE

2.0L L4 FI GAS

Lic #:

Vin #:

In: 01/30/18 8:20AM

Mileage: 29,745

Out: 01/30/18 9:23AM

Store #

RETAIL SALE

Description	Rev Hist	Unit	Extended	Job
	/Article # ID	Qty	Price	Total
BRAKE INSPECTION - NO CHARGE	01			
+ LOSS OF POWER & GRINDING INTERMITTENTLY. USUALLY HAPPENS IN COLD WEATHER				
NO CHARGE BRAKE INSPECTION	7001122 35TS	1	N/C	N/C
COURTESY CHECK	01			
Ed-18 Battery Inspection Results: Your battery is in good condition. At your next oil change, we'll check it again for free.				
COURTESY CHECK	7046930 35TS	1	N/C	N/C
ALIGNMENT RECHECK (LIFETIME WARRANTY)	01			
LIFETIME ALIGNMENT RECHECK	7022837 35TS	1	N/C	N/C

ORDER NOTES

TECH NOTE: TURBO IS LEAKING OIL BAD...POSSIBLE LEAK FROM OIL PAN GASKET

TECH NOTE: REAR SHOCKS STARTING TO CUP REAR TIRES

Technician(s):

35 DONALD

Payment History:**Summary:**

Parts	0.00
Labor	0.00
Shop Supplies	0.00
Sub-Total	0.00
Tax (6.625%)	0.00
Total	\$0.00

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.**HOW ARE WE DOING?**

Tell us about your experience today!

Complete a 4-minute survey for a chance to win \$500 in store services

Visit www.FirestoneSurvey.com within 4 days and enter Code 000965-164324**www.FirestoneCompleteAutoCare.com**

02/06/2018

BRICK

13 KEVIN

629 BRICK BLVD

732.477.4900

BRICK, NJ. 08723-4101

2015 VOLKSWAGEN JETTA BASE

2.0L L4 FI GAS

Lic #:

Vin #:

In: 02/06/18 10:45AM

Mileage: 29,982

Out: 02/06/18 11:18AM

Store #

RETAIL SALE

Description	Rev Hist	ID	Qty	Unit Price	Extended Price	Job Total
ALIGNMENT RECHECK (LIFETIME WARRANTY)		13				
LIFETIME ALIGNMENT RECHECK	7022837	35TS	1	N/C	N/C	
COMPLETE VEHICLE INSPECTION	1	13				
VEHICLE PERVIOUSLY SERVICED FOR WARRANTY WORK AT NEPTUNE DEALERSHIP...OIL STILL LEAKING FROM OIL PAN GASKET AND TURBO FEEDER LINE...SLIGHT TICKING NOISE PRESENT (INTERNAL) AND CREAKING NOISE CAN BE HEARD FROM FRONT STRUTS.. REAR SHOCKS CAUSING REAR TIRES TO SLIGHTLY CUP						
VEHICLE INSPECTION	7028789	35TN	1	21.99	21.99	
LBR-DISC Store Promotion	7004302	35T	-1	21.99	-21.99	

Technician(s):

35 DONALD

Payment History:

Summary:

Parts	0.00
Labor	0.00
Shop Supplies	0.00
Sub-Total	0.00
Tax (6.625%)	0.00
Total	\$0.00

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:

Rev
Amt

Init

Customer Signature

1) 02/06/2018 11:14AM

-10.65

N PERSON

All parts are new unless otherwise specified.

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or Initials

HOW ARE WE DOING?

Tell us about your experience today!

Complete a 4-minute survey for a chance to win \$500 in store services

Visit www.FirestoneSurvey.com within 4 days and enter Code 000965-164544
www.FirestoneCompleteAutoCare.com

Customer Invoice

07/22/2017

FIRESTONE COMPLETE AUTO CARE

BRICK

629 BRICK BLVD

BRICK, NJ. 08723-4101

DUPLICATE INVOICE

Service Advisor:

03 JENNIFER

732.477.4900

Re-Printed on 02/06/2018 11:18 AM

2015 VOLKSWAGEN JETTA BASE

2.0L L4 FI GAS

Lic #:

Vin #:

In: 07/22/17 11:41AM

Mileage: 23,896

Out: 07/22/17 1:27PM

Store #

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
BRIDGESTONE TIRE PACKAGE	03				569.64
105103 POTENZA RE970AS POLE POSI BL 225/45R17	105103 35TN	3	149.99	449.97	
XL94W 40,000 Mile Limited Warranty					
DOT# RB7R9714416					
DOT# RB7R9714416					
DOT# RB7R9714416					
NJ NEW TIRE FEE	7005473 35NN	3	1.50	4.50	
NEW TIRE WHEEL BALANCE LABOR	7013632 35TS	3	13.89	41.67	
7097782 ROAD HAZARD PROTECTION	7097782 35TN	3	21.75	65.25	
SCRAP TIRE RECYCLING FEE	7075078 35TN	3	2.75	8.25	
LOW PROFILE TIRE INSTALLATION	7006472 35TS	3	N/C	N/C	
COURTESY CHECK	03				
COURTESY CHECK	7046930 35TS	1	N/C	N/C	
ALIGNMENT SERVICE (LIFETIME) - ONLINE QUOTE	1 03				169.99
LIFETIME ALIGNMENT SERVICE - ONLINE	7009527 03TS	1	189.99	189.99	
LBR-DISC \$20 Off Lifetime Alignment	7001681 03T	-1	20.00	-20.00	

Technician(s):

03 JENNIFER

35 DONALD

Payment History:

ECA Check 1010 803.74 8333

Total Tendered 803.74

Summary:

Parts	515.22
Labor	224.41
Shop Supplies	12.70
Sub-Total	752.33
Tax (6.625%)	51.41
Total	\$803.74

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:	Rev Amt	Init
1) 07/22/2017 12:19PM	192.58	IN PERSON

Customer Signature

Initial here to indicate you have received
Tire Warranty Maintenance and
ty Manual

e new unless otherwise specified.

I acknowledge notice and oral approval of
an increase in the original estimated price.

Signature or Initials

www.FirestoneCompleteAutoCare.com

11/2/12 ATTN: MARKEEN RAINY VIA FAX 215 540-8811

SHREWSBURY
VOLKSWAGEN



CUSTOMER #: [REDACTED]

702 SHREWSBURY AVE. (732) 741-8500
SHREWSBURY, N.J. 07702

INVOICE

HOURS OF SERVICE:

MON 8:00AM - 6:00PM TUE 8:00AM - 7:00PM
WED 8:00AM - 6:00PM THU 8:00AM - 6:00PM
FRI 8:00AM - 6:00PM SAT 8:00AM - 4:00PM

BRICK, NJ

PAGE 1

HOME [REDACTED]

CONT [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 22 JEFF MUNDO

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
	15	VOLKSWAGEN JETTA		3VWD17AJ6FM		38980/38990		T1385
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
29OCT14 DE			WAIT 02NOV18			CASH	02NOV18	
R.O. OPENED		READY		OPTIONS:	SOLD-STK: FM			

09:15 02NOV18 10:38 02NOV18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES WHEN USING THE A/C THERE ARE GAS-LIKE FUMES COMING INTO THE CABIN. --- RECENTLY HAD WORK DONE FOR THE REPLACEMENT OF THE TURBOCHARGER AND OIL LEAKS DONE ON THE VEHICLE BACK IN FEBRUARY.

CNV COULD NOT DUPLICATE ANYTHING BEYOND CORRECT OPERATION.

29 DAVIS, MITCHELL LIC#: DAVIS

IVG

(N/C)

39001 TEST DROVE VEHICLE WITH BOTH HEAT AND AC ON, COULD NOT DUPLICATE CONCERN.

B CUSTOMER STATES THE VEHICLE STALLED WHILE DRIVING TWICE.

CNV COULD NOT DUPLICATE ANYTHING BEYOND CORRECT OPERATION.

29 DAVIS, MITCHELL LIC#: DAVIS

IVG

(N/C)

39001 ROAD TESTED VEHICLE, COULD NOT DUPLICATE CONCERN AT THIS TIME. SCANNED VEHICLE AND NO FAULTS WERE FOUND.

C CUSTOMER STATES THERE SEEMS TO BE AN ABNORMAL TICKING IN THE ENGINE.

CNV COULD NOT DUPLICATE ANYTHING BEYOND CORRECT OPERATION.

29 DAVIS, MITCHELL LIC#: DAVIS

IVG

(N/C)

39001 TICKING NOISE UPON COLD START IS NORMAL OPERATION OF EVAPORATIVE EMISSIONS PURGE VALVE.

D COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION SEE ATTACHED SHEET
CAUSE: INSPECTED EXHUST, SUSPENSION, CV BOOTS, TIRES, BRAKES, AIR FILTER, POLLEN FILTER, BATTERY, HOSES, BELTS, TOPPED OFF FLUIDS, CHECKED BULBS, WIPERS & WASHER OPERATION.

MPI COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION
SEE ATTACHED SHEET

29 DAVIS, MITCHELL LIC#: DAVIS

LIMITED LABOR WARRANTY		EXCLUSION OF PARTS WARRANTIES	DESCRIPTION	TOTALS
THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THE REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.		Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort. Copies of manufacturers warranties are available at our parts dept.	LABOR AMOUNT	
DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THE REPAIR ORDER.			PARTS AMOUNT	
TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THE REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THE REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.			GAS, OIL, LUBE	
ALL IMPLIED WARRANTIES INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.			SUBLET AMOUNT	
YOUR WORK ORDER MAY CONTAIN A CHARGE UNDER THE CATEGORY OF "TRAC. CHARGES." THIS CHARGE IS TO COVER THE COST OF ITEMS AND/OR MATERIALS THAT ARE USED IN THE COURSE OF SERVICING OUR CUSTOMERS' CARS BUT ARE NOT CHARGED OUT INDIVIDUALLY. SOME OR ALL OF THESE ITEMS HAVE BEEN USED IN THE REPAIR OF YOUR CAR. A LIST OF THESE ITEMS IS AVAILABLE FROM THE CASHIER AT YOUR REQUEST.			SHOP CHARGE	
			TOTAL CHARGES	
			DISCOUNTED AMT	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

WE ACCEPT VISA - MASTERCARD - MAC
NIGHT DROP OFF AVAILABLE

CUSTOMER. #: [REDACTED]

INVOICE



4075 HWY 33
 Neptune, NJ 07753
 (732) 922-1500
 www.worldVW.com

BRICK, NJ

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 89 DYLAN PEIRSON

COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN/ OUT		TAG			
GREY		15		VOLKSWAGEN JETTA		3VWD17AJ6FM				29422/29437		T229			
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE	
29OCT14		DI30SEP14				WAIT 17JAN18				130.00		CASH		18JAN18	
VEHICLE RECEIVED				CUSTOMER NOTIFIED				OPTIONS: DLR		ENG: CBPA TRN: MAM					

08:27 17JAN18 09:25 18JAN18

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

A CUSTOMER STATES SHE WENT TO REVERSE OUT OF HER DRIVEWAY AND THE BEAKE
 PEDAL WENT TO THE FLOOR. CHECK AND ADVISE.

C COULD NOT DUPLICATE CONCERN TEST DROVE AND
 INSPECTED BRAKE SYSTEM

50 C 0.00

0.00 0.00

29246 tech performed test drive, made sure abs worked and brakes
 performed as designed. could not duplicate customers concern in reverse
 and/or drive. inspected brakes and rotors as well as brake fluid. no
 concerns found.

B CUSTOMER STATES SOMETIMES THE CAR WILL NOT START. SHE WILL PUSH THE
 BUTTON TO START, BUT NOTHING WILL HAPPEN. PROBLEM IS
 INTERMITTENT.

C COULD NOT DUPLICATE CONCERN

50 C 0.00

0.00 0.00

29246 scanned vehicle. no codes. inspected push to start button,
 tested push to start, no concerns found. must have foot on brake and
 hold button for a 1-3 seconds to start vehicle.

C CUSTOMER STATES THE RADIO WILL GET VERY HOT WHILE IT IS ON. CHECK AND
 ADVISE.

C COULD NOT DUPLICATE CONCERN, LET VEHICLE RUN
 FOR APPROXIMATELY AN HOUR ANDRADIO
 SCREENOPERATED AS DESIGNED

50 C 0.00

0.00 0.00

29246 during test drive tech operated radio while monitoring heat
 from radio. radio operating as designed. radio get to operating temp,
 but does not get hot. could not duplicate customers concern.

D CUSTOMER STATES ADJUST TIRE PRESSURE.

C SET ALL TIRE PRESSURE TO SPEC FOR CUSTOMER

50 C 0.00

0.00 0.00

29246 SET ALL TIRE PRESSURES TP 36PSI. RESET TIRE PRESSURE MONITOR.

CUSTOMER COPY

SERVICE DEPT. HOURS
 M-F 8:00 AM - 6:00 PM SAT 9:00 AM - 4:00 PM

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

LIMITED WARRANTY: Volkswagen of America, Inc., warrants every new and factory rebuilt part and accessory distributed by Volkswagen of America, Inc., in the United States and Canada, to be free from defect under normal use for a period of 12 months or 12,000 miles, whichever comes first (excluding normal wear and tear, maintenance and service items). Any authorized Volkswagen dealer will replace or repair defective parts free of charge, including labor costs.

DISCLAIMER OF WARRANTIES: This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defect pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

CUSTOMER SIGNATURE: X

Thank You!
 CUSTOMER COPY

CUSTQMER #:



INVOICE

"Happy Customers Made Daily!"

BRICK, NJ

PAGE 1

 256 Route 37 East - Toms River, NJ 08753
 (732) 575-1800 • (844) 944-1800

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 92 RAUL HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREY	15	VOLKSWAGEN JETTA	3VWD17AJ6FM [REDACTED]	[REDACTED]	37805/37805	T340	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29OCT14 IS							
29OCT14 DD			WAIT 29SEP18		120.00	CASH	29SEP18
VEHICLE RECEIVED	CUSTOMER NOTIFIED	OPTIONS:	DLR [REDACTED]	ENG:1.8 Liter F.I. Turbo			

10:15 29SEP18 11:08 29SEP18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CHANGE OIL & FILTER USING SYNTHETIC OIL, ADJUST TIRE PRESS

LOFS CHANGE OIL & FILTER USING SYNTHETIC OIL,
ADJUST TIRE PRESS

4132 BORDONARO, JOHN LIC#: 4132

CLOF 0.30

20.50 20.50

1 06L-115-562-B FILTERELEM

7.23

65 G-052-167-S0 ENGINE OIL

28.60

1 WF TOP OFF FLUIDS

0.50

1 N-911-679-01 PLUG

0.94

1 N-013-815-7 WASHER

0.52

37805 LOF PERFORMED OIL AND FILTER CHANGE

B 24DR/01 ENGINE CONTROL MODULE (ECM) SOFTWARE UPDATE

CAUSE: PERFORMED 24DR

24702599 UPDATE PER TSB

4132 BORDONARO, JOHN LIC#: 4132

WR 0.50

(N/C)

FC: 24DR99 WWO

PART#:

COUNT:

CLAIM TYPE: 710

AUTH CODE:

247025

37805 24DR/01 ENGINE CONTROL MODULE SOFTWARE UPDATE 24DR/01 ENGINE
CONTROL MODULE SOFTWARE UPDATE

C CUSTOMER STATES THE VEHICLE WOULDNT START AND THE STALLED PLEASE

CHECK FOR DTC

MISC NOT DTC FOUND IN SYSTEM

4132 BORDONARO, JOHN LIC#: 4132

C 0.00

0.00 0.00

37805 CUSTOMER STATES VEHICLE WOULDNT START NO ISSUES AT THIS TIME

D COMPLIMENTARY MULTI POINT INSPECTION

CUSTOMER COPY

DEALERSHIP HOURS

M-F

SAT

7:00 AM - 9:00 PM

7:00 AM - 6:00 PM

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE/DISC.

SALES TAX

PLEASE PAY
THIS AMOUNT

LIMITED WARRANTY: Volkswagen of America, Inc., warrants every new and factory rebuilt part and accessory distributed by Volkswagen of America, Inc., in the United States and Canada, be free from defect under normal use for a period of 12 months or 12,000 miles, whichever comes first (excluding normal wear and tear, maintenance and service items). Any authorized Volkswagen dealer will replace or repair defective parts free of charge, including labor costs.

DISCLAIMER OF WARRANTIES: This part is sold "as is". The only warranties applying to this part are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defect pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

CUSTOMER SIGNATURE: X

"The Right Way, Everyday!"

CUSTOMER #

INVOICE



4075 HWY 33
Neptune, NJ 07753
(732) 922-1500
www.worldVW.com

DUPLICATE 1
PAGE 1

BRICK, NJ

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 45 gregory scarpino

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREY	15	VOLKSWAGEN JETTA	3VWD17AJ6F		28584/28584	T973	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29OCT14	DL30SEP14		WAIT 21DEC17		130.00	CASH	21DEC17
VEHICLE RECEIVED		CUSTOMER NOTIFIED	OPTIONS:	DLR	ENG:CBPA TRN:MAM		

08:29 21DEC17 09:52 21DEC17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES: INTERMITTENT NO START. VEHICLE WAS STARTED THE OTHER DAY AND DRIVEN FOR AN HOUR. GOT OUT OF THE CAR TO SHOP, WHEN THE CUSTOMER RETURNED TO THE VEHICLE, THE CAR WOULD NOT START. HAS INTERMITTENTLY OCCURRED FOR THE PAST YEAR.

C NOT ABLE TO DUPLICATE CONCERN AT THIS TIME.

13 C 0.00

0.00

0.00

28584 CHECK AND WAS UNABLE TO VERIFY CUSTOMER'S CONCERN AT THIS TIME. PERFORMED ODIS TESTING WITH NO STORED DTC'S. CHECKED FOR APPLICABLE TSB'S OR SOFTWARE UPDATES AND FOUND NOTHING APPLICABLE AND SOFTWARE UP TO CURRENT LEVEL.

B CUSTOMER STATES BRAKE FLUID FLUSH

C PERFORMED BRAKE FLUID FLUSH

13 C 0.90

116.74

116.74

1 59132 BRAKE FLUSH

43.25

43.25

43.25

100OFF 10 PERCENT COUPON DISCOUNT

C

-11.67

-11.67

28584 PERFORMED BRAKE SYSTEM FLUID FLUSH

C CUSTOMER STATES: INTERMITTENT CLICKING NOISE FROM ENGINE COMPARTMENT.

CHECK AND ADVISE

C NOT ABLE TO DUPLICATE CONCERN AT THIS TIME

13 C 0.00

0.00

0.00

28584 CHECK AND FOUND NO ABNORMAL NOISE AT THIS TIME BUT MAY POSSIBLE BE NORMAL OPERATING SOUNDS FROM EVAP PURGE VALVE.

D CUSTOMER STATES: RADIO GETS VERY HOT, CD GETS HOT AS WELL. GETS HOTTER OVER TIME.

C NOT ABLE TO DUPLICATE CONCERN AT THIS TIME,
RADIO DID NOT GET EXCESSIVELY HOT AT THIS TIME

13 C 0.00

0.00

0.00

28584 CHECKED AND FOUND NORMAL OPERATION AS RADIO AND CD'S MAY GET WARM OVER TIME DUE TO NORMAL HEAT INSIDE RADIO CONTROL UNITS

CUSTOMER COPY

SERVICE DEPT. HOURS

M-F 8:00 AM - 6:00 PM SAT 9:00 AM - 4:00 PM

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE/DISC.

SALES TAX

PLEASE PAY THIS AMOUNT

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DISCLAIMER OF WARRANTIES: This part is sold "as is". The only warranties applying to this part are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defect pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

CUSTOMER SIGNATURE: X

Thank You!

CUSTOMER #:



INVOICE

"Happy Customers Made Daily!"

PAGE 1

256 Route 37 East - Toms River, NJ 08753

(732) 575-1800 - (844) 944-1800

BRICK, NJ

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 92 RAUL HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREY	15	VOLKSWAGEN JETTA	3VWD17AJ6F		45259/45259	T344	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29OCT14 IS							
29OCT14 DD			17:00 19FEB19		120.00	CASH	19FEB19
VEHICLE RECEIVED	CUSTOMER NOTIFIED	OPTIONS:	DLR:				ENG:1.8 Liter F.I. Turbo

09:51 19FEB19 10:53 19FEB19

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER WAS TOLD BY FIRESTONE THAT REAR SHOCKS ARE BLOWN CAUSING TIRES TO WEAR, CUSTOMER CALLED VW HAS CASE 190219944, PLEASE CHECK THE SHOCKS AND ADVISE

MISC INSPECT REAR SHOCKS FIRESTONE STATES THEY ARE DEFECTIVE SHOCKS ARE FINE

4134 DOERRLER, WILLIAM LIC#: 4134

ISP 0.50

(N/C)

45259 test drove car and checked on lift shocks are working properly. inspected with customer.

B CUSTOMER STATES THE VEHICLE WOULD NOT START AGAIN THIS MORNING STATES ITS BEEN HAPPENING PLEASE CHECK AND ADVISE

MISC COULD NOT DUPLICATE CONCERN

4134 DOERRLER, WILLIAM LIC#: 4134

ISP 0.00

(N/C)

45259 tested battery good started several times.

C NO MPI VEHICLE WAS JUST HERE ON MONDAY

MPI COMPLIMENTARY MULTI POINT INSPECTION

4134 DOERRLER, WILLIAM LIC#: 4134

ISP 0.00

(N/C)

D PERFORM COURTESY EXTERIOR HAND SERVICE WASH FREE OF CHARGE!

CAUSE: PERFORMED SERVICE WASH

WASH PERFORM COURTESY EXTERIOR HAND SERVICE WASH FREE OF CHARGE!

4134 DOERRLER, WILLIAM LIC#: 4134

ISP 0.00

(N/C)

CUSTOMER COPY

DEALERSHIP HOURS

M-F SAT

7:00 AM - 9:00 PM 7:00 AM - 8:00 PM

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CUSTOMER SIGNATURE: X

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

"The Right Way, Everyday!"