

 U.S. Department of Transportation National Highway Traffic Safety Administration		To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1 888 337 3333) INTERNET: www.nhtsa.dot.gov/hotline		NHTSA Form 101-108 Repository ☐ Date: 07-MAY-2021 JUN 24 2021 Reference No.: 11415550	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	ZIP Code	Evening Telephone Number		
APPLETON	WI				
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 52971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 Digit Vehicle Identification Number (located at bottom of windshield on driver's side)		Year	Make	Model	Body Style
		2013	VOLKSWAGEN	PASSAT	4DR SEDAN
Original Owner	Dealer's City	STATE	ZIP Code	No. Cylinders	
☐					
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure	Incident Date(s)	
				28-APR-2021	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS)			Failure Mileage	Failure Speed	
			59000.0	25	
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: DOTM18ABC036)	☐ Original Requirement ☐ 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), Injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police	
				N	
Narrative Description of Incident(s), Crash(es), 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).					
THE CONTACT OWNS A 2013 VOLKSWAGEN PASSAT. THE CONTACT STATED THAT WHILE DRIVING HOME, THE VEHICLE BECAME NOISY AND THE ENGINE WARNING LIGHT ILLUMINATED. THE CONTACT STATED THAT THE ENGINE WAS RATTLING AND OVER HEATING. AT START-UP, THE RPM'S REVVED UP WHILE THE RATTLING PERSISTED. WITH THE CHECK ENGINE WARNING LIGHT ILLUMINATED. BERGSTROM VOLKSWAGEN OF APPLETON (3019 N VICTORY LN #102, APPLETON, WI 54913, (800) 398-6846) WAS CONTACTED AND AN APPOINTMENT WAS SCHEDULED FOR THE VEHICLE TO BE INSPECTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT WAS PROMISED A CALL BACK WHICH WAS STILL PENDING. THE VEHICLE WAS NOT YET REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 59,000. Brought to Volkswagen Bergstrom of Appleton and they had car for 3 days but couldn't figure out the problem but they said something with Engine Control module and I had to pay \$300 and all the warning lights are still on					
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.					

Customer Number

Invoice No:

INVOICE



Bergstrom Victory Lane Imports
3023 Victory Lane - Appleton, WI 54913
(920) 749-3232
www.bergstromauto.com

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APPLETON, WI

Home

Cell:

Email:

Home

SERVICE ADVISOR: 2808 SHAWN M OLSEN

SERVICE ADVISOR, 1999 CHRYSLER PT CRUISER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	VOLKSWAGEN PASSAT	1VWAP7A39DC		60550 / 60550	T9022	
DEL. DATE	PRD. DATE	WARR. EXT.	PROPOSED	PN NO	RATE	PAYMENT	INV. DATE
01JAN13			18:00 03JUN21		0.00	CASH	04JUN21
R.O. OPENED		READY	REPAIR PERFORMED BY:		OPTIONS:		
07:29 03JUN21		10:19 04JUN21					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A GUEST STATES CHECK ENGINE, TRACTION AND ABS LIGHTS ARE ON
DIAGCEL DIAGNOSIS CHECK ENGINE LIGHT - BASIC
COMPETITIVE INITIAL DIAGNOSTICS TO REVIEW
VEHICLE.

2076 CPV

290.88

290.88

60550 2.00 found code p0106. perform 2 tsbs. 2034012 SOFT WARE
UPDATE. AND 2050273 TIGHTEN INTAKE BOLTS AND CHECK THROTTLE BODY.
CLEARED CODE. FOUND ABS CODE NO BASIC SETTINGS SET BASIC SETTINGS BUT
CODE STILL WILL NOT CLEAR. NEEDS ABS MODULE.

DIAGCEL DIAGNOSIS CHECK ENGINE LIGHT - BASIC
COMPETITIVE INITIAL DIAGNOSTICS TO REVIEW

2076 CPV

DIAGCEL DIAGNOSIS CHECK ENGINE LIGHT - BASIC
COMPETITIVE INITIAL DIAGNOSTICS TO REVIEW

C MULTI-POINT INSPECTION

CAUSE: COMPLETED MULTI-POINT INSPECTION. A \$24.95 VALUE, NO COST TO
YOU!

GDVC MULTI-POINT INSPECTION

2076 CPV

0.00

0.00

5050A COUPON DISCOUNT

CPA

-50.00

-50.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

-50.00

-50.00

* [] CASH [] CHECK# [] CREDIT CARD [] CHARGE*
* [] INITIALS [] DATE *

"THANK YOU FOR YOUR BUSINESS"

YOUR NEXT VEHICLE MAINTENANCE SERVICE IS:

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR REPRESENTS ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR REPAIRS OR THE REPAIR. THE ONLY WARRANTY ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OF THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVERY FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.		*SHOP SUPPLY COSTS:		DESCRIPTION	TOTALS
By signing below, you acknowledge that you were notified of and authorized the shop to perform the services/repairs itemized in this invoice and that you received and had the opportunity to inspect any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.		We have added a charge equal to 1.0% of the total cost of labor and parts, not to exceed \$20.95, to the Repair Order for shop supplies used in connection with this repair.		LABOR AMOUNT	\$ 290.88
DATE		CUSTOMER SIGNATURE		PARTS AMOUNT	\$ 0.00
		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE		U.O. OIL, LUBE	\$ 0.00
				SUBLET AMOUNT	\$ 0.00
				MISC CHARGES *	\$ 28.91
				TOTAL CHARGES	\$ 319.79
				LESS INSURANCE	\$ 50.00
				SALES TAX	\$ 14.83
				PLEASE PAY THIS AMOUNT	\$ 284.62

Vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

Guest Copy