 <p><b>U.S. Department of Transportation</b>  <b>National Highway Traffic Safety Administration</b></p> <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>  <b>INTERNET: www.nhtsa.dot.gov/hotline</b></p>		FOR AGENCY USE ONLY 100148	
		Date Received  06-APR-2022	Repository <input type="checkbox"/>  Reference No. 11459897
<b>OWNER INFORMATION (Type or Print)</b>			
Name <span style="background-color: black; color: black;">[REDACTED]</span>		Daytime Telephone Number <span style="background-color: black; color: black;">[REDACTED]</span>	E-mail Address <span style="background-color: black; color: black;">[REDACTED]</span>
Address <span style="background-color: black; color: black;">[REDACTED]</span>			
City Middletown	State CA	ZIP Code <span style="background-color: black; color: black;">[REDACTED]</span>	Evening Telephone Number
<p><i>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).</i></p>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3wvc17au3hm <span style="background-color: black; color: black;">[REDACTED]</span>		MAKE VOLKSWAGEN	Model GOLF SPORTWAGEN
		Model Year 2017	
Date Purchased 12-30-2016	Dealer's Name and Telephone Number Hansel Volkswagen 7078614222		Engine: 1.8 No: Cylinders 4
Original Owner <input checked="" type="checkbox"/>	Dealer's City Santa Rosa	STATE	ZIP Code 95407
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Multiple Failure:  Incident Date(s) 06-MAR-2022
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Components Codes: 060000 ENGINE AND ENGINE COOLING, 070000 FUEL SYSTEM, GASOLINE <i>Replaced evap canister and fuel tank and purge valve</i>		Failure Mileage 115000.0	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
		Reported to Police N	
<p><b>Narrative Description of Incident(s), Crash(es), Injury(ies).</b>  <b>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).</b></p> <p>The contact owns a 2017 Volkswagen Golf Sportwagen. The contact stated that the check engine warning light was illuminated. The contact had taken the vehicle to a certified mechanic who diagnosed that fuel was getting into the evap charcoal canister. The vehicle was repaired; however, the failure persisted. The contact stated that the vehicle almost stalled. The vehicle was taken back to the mechanic who informed the contact that the failure was related to NHTSA Campaign Number: 16V647000 (Fuel System, Gasoline, Engine and Engine Cooling). The vehicle was towed to the dealer who stated that the check valve inside the tank had failed due to a faulty evap system. The vehicle had been repaired. The manufacturer was not made aware of the failure. The approximate failure mileage was 115,000.</p> <p><i>Vehicle was a fire hazard and undrivable due to excessive fuel leak. Needed to be towed to dealer for repair to avoid fire.</i></p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p><b>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.</b></p>			

CUSTOMER #: [REDACTED]



\*INVOICE\*

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DUPLICATE 2  
PAGE 1

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SERVICE HOURS

MONDAY THRU FRIDAY 7:30 AM TO 5:30 PM

MIDDLETOWN, CA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6325 CHRISTIAN H. SODERHO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PURE WHITE	17	VOLKSWAGEN GOLF	3VWC17AU3H[REDACTED]		115082/115082	T1513	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC16 DE			17:00 08APR22			CASH	11APR22
R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED]					
12:10 28MAR22	16:58 11APR22						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER REPORTS THE CHECK ENGINE WARNING LIGHT IS ON, CHECK AND ADVISE

CEL CUSTOMER REPORTS THE CHECK ENGINE WARNING LIGHT IS ON, CHECK AND ADVISE  
3445 CV

120.00 120.00

115082

CHECKED VEHICLE AND VERIFIED MIL ON. PERFORMED GFF. FOUND ONE DTC IN ECM FOR EVAP CANISTER PURGE VALVE N80 OPEN CIRCUIT P0440. PERFORMED TEST PLAN. CHECKED CONNECTOR AT N80 VALVE AND FOUND OK. ACCESSED ECM, CHECKED WIRING BETWEEN ECM AND N80 VALVE CONNECTOR FOR OPEN CIRCUIT. FOUND WIRING OK. CHECKED VOLTAGE SUPPLY TO VALVE AND FOUND OK. CLEARED DTC, TEST DRIVE AND CHECKED OPERATION. FOUND OK AT THIS TIME. POSSIBLE N80 VALVE DEFECTIVE AND FAILING INTERMITTENTLY.

\*\*\*\*\*

B CUSTOMER STATES FUEL LEAKS OUT AT EVAP CANNISTER. AFTER DRIVING LONG ENOUGH FOR ENGINE TO REACH OPERATING TEMP. . PLEASE CHECK AND ADVISE.

DIAG2 DIAGNOSE FUEL LEAKING  
3445 CV

210.00 210.00

115082 TEST DROVE VEHICLE AND TRIED TO DUPLICATE FUEL LEAKING OUT OF EVAP CANISTER. NOT ABLE TO DUPLICATE. RAISED VEHICLE, ACCESSED EVAP CANISTER AND CHECKED FOR LEAKS. STILL NOT ABLE TO FIND SIGN OF LEAK. NEED TO PERFORM EXTENDED TEST DRIVE TO TRY DUPLICATE CONCERN. TRIED TO FILL UP GAS TANK AT GAS STATION AND FOUND FUEL SPILLING OUT OF TANK AFTER LESS THAN 1/2 GALLON IS REACHED. RAISED VEHICLE REMOVED RIGHT REAR FENDER LINER. INSPECTED EVAP CARBON CANISTER AND FOUND SIGN OF FRESH FUEL COMING OUT OF VENT LINE. CHECKED FUEL TANK VENTING SYSTEM AND FOUND VENT VALVE ON TOP OF FUEL TANK STUCK. NEED TO REPLACE FUEL TANK ASSEMBLY AND SOILED CARBON CANISTER.

\*\*\*\*\*

C RESET TIRE PRESSURES PER CALIFORNIA AIR RESOURCE BOARD  
CAUSE: STATE REQUIREMENT  
CARB RESET TIRE PRESSURES PER CALIFORNIA AIR RESOURCE BOARD

REVISED ESTIMATE	REASON	ADDITIONAL COST	"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE AND/OR RECEIPT OF A COPY HEREOF."	DESCRIPTION	TOTALS
\$		\$			LABOR AMOUNT
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE #	DATE TIME	(SIGNATURE OR INITIALS)	PARTS AMOUNT	
REVISED ESTIMATE		\$		GAS, OIL, LUBE	
\$		\$		SUBLET AMOUNT	
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE #	DATE TIME		MISC. CHARGES	
				TOTAL CHARGES	
				ADJUSTMENTS	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.  
\*To provide you with additional information regarding our privacy practices and your rights under the California Consumer Privacy Act, a copy of our Privacy Policy has been made available to you and it may be accessed at www.gohansel.com/privacypolicy\*

BAR #ARD000271062 EPA #CAD981377161

TAKAHASHI Automotive Proformas Reader (2009) P20-1631 - id:31116 (07/19)

CUSTOMER #: [REDACTED]



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SERVICE HOURS

MONDAY THRU FRIDAY 7:30 AM TO 6:30 PM

MIDDLETOWN, CA

DUPLICATE 2

PAGE 2

HOME [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6325 CHRISTIAN H. SODERHO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PURE WHITE	17	VOLKSWAGEN GOLF	3VWC17AU3H[REDACTED]		115082/115082	T1513	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC16 DL			17:00 08APR22			CASH	11APR22
R.O. OPENED	READY	OPTIONS:	SOLD-STK [REDACTED]				
12:10 28MAR22	16:58 11APR22						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
						0.00	0.00

\*\*\*\*\*

D YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE.

TEXT YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE.

888 CV 0.00 0.00

\*\*\*\*\*

E PERFORMED MULTI POINT VEHICLE INSPECTION

CAUSE: COMPLEMENTARY INSPECTION

MPI PERFORMED MULTI POINT VEHICLE INSPECTION

3445 CV 0.00 0.00

\*\*\*\*\*

F\*\* CUSTOMER REQUEST REPLACE FUEL TANK PER RECOMMENDATION

ENG REPLACE FUEL TANK

3445 CV 1225.50 1225.50

VWCOUP VW COUPON

-100.00 -100.00

1 5Q0-201-055-CH TANK 1201.59 1201.59 1201.59

1 5Q0-201-160-AQ BREATHER 157.70 157.70 157.70

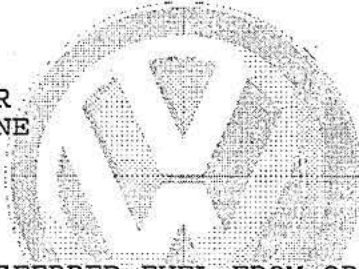
1 5Q0-201-293-AP FUEL LINE 127.30 127.30 127.30

1 1J0-919-133-B WASHER 14.85 14.85 14.85

FUEL TANK

1 WHT-005-353 POP-RIVET 2.28 2.28 2.28

1 N-909-942-01 POP-RIVET 0.39 0.39 0.39



115082 REPLACED FUEL TANK. TRANSFERRED FUEL FROM ORIGINAL TANK TO NEW ONE. NEW TANK NOW ACCEPTING GAS AS SUPPOSED TO. NEED TO REFUEL VEHICLE AT GAS STATION TO CHECK SYSTEM OPERATION.

\*\*\*\*\*

REVISED ESTIMATE	REASON	ADDITIONAL COST
\$		\$
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE #	DATE TIME
REVISED ESTIMATE	REASON	ADDITIONAL COST
\$		\$
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE #	DATE TIME

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE AND/OR RECEIPT OF A COPY HEREOF."

(SIGNATURE OR INITIALS)

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

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BAR #ARD000271062 EPA #CAD981377161

TAKAHASHI Automotive Products Recorder (209) 829-1001 - 10/4/31/16 (07/16)



CUSTOMER #: [REDACTED]



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DUPLICATE 2  
PAGE 4

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SERVICE HOURS

MONDAY THRU FRIDAY 7:30 AM TO 5:30 PM

MIDDLETOWN, CA [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

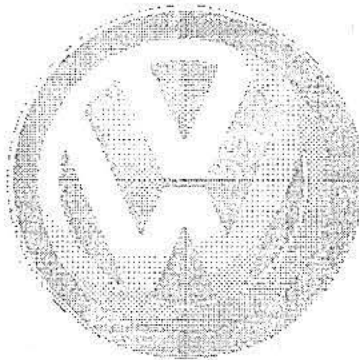
SERVICE ADVISOR: 6325 CHRISTIAN H. SODERHO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PURE WHITE	17	VOLKSWAGEN GOLF	3VWC17AU3H[REDACTED]		115082/115082	T1513	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC16 DD			17:00 08APR22			CASH	11APR22
R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED]					
12:10 28MAR22	16:58 11APR22						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
COMPONENTS							

Thank you for choosing Hansel Volkswagen of Santa Rosa!

X \_\_\_\_\_  
Customer Signature



REVISED ESTIMATE	REASON	ADDITIONAL COST
\$		\$
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE #	DATE TIME
REVISED ESTIMATE	REASON	ADDITIONAL COST
\$		\$
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE #	DATE TIME

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE AND/OR RECEIPT OF A COPY HEREOF."

(SIGNATURE OR INITIALS)

DESCRIPTION	TOTALS
LABOR AMOUNT	1765.50
PARTS AMOUNT	2193.63
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-100.00
TOTAL CHARGES	3859.13
ADJUSTMENTS	0.00
SALES TAX	202.91
PLEASE PAY THIS AMOUNT	4062.04

TAICAF/ASHR Automotive Products Recorder (209) 530-1001 • 54131116 (07/19)

**Hansel BMW Subaru VW Collision**

2925 Corby Ave  
Santa Rosa California 95407  
7075784717

**MOTO**

Merchant ID: [REDACTED]

Date: 4/11/2022, 5:17:14 PM

Terminal ID: 00000001

Invoice No:  
[REDACTED]

Amount: \$4,062.04

Card Number: [REDACTED]

Response Msg: Approved

Auth Code: [REDACTED]

Auth Mode: Issuer

Processed as: MASTERCARD

Reference No: [REDACTED]

Trace No: [REDACTED]

Entry Method: Manual

Match AVS: Match Y

Match CVV: Not Present

Match ZIP: Match Y

Client ID:  
[REDACTED]

User ID: [REDACTED]  
[REDACTED]

I Agree to Pay Above Total Amount According to  
Card Issuer Agreement (Merchant Agreement if  
Credit Voucher).