

## OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Response to: Follow up to ODI Complaint — 11478431— [REDACTED] Email Message 2 of 2  
**Date:** Tuesday, January 10, 2023 10:34:31 AM  
**Attachments:** [REDACTED]  
**Importance:** High

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**From:** [REDACTED]  
**Sent:** Monday, January 9, 2023 3:37 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Response to: Follow up to ODI Complaint — 11478431— [REDACTED] Email Message 2 of 2  
**Importance:** High

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

To Randy Reid,

I mentioned on my first e-mail, I had the vehicle towed from VW Dirito Brothers of Walnut Creek to Vacaville Volkswagen for a second opinion.

Vacaville VW confirmed the issue identified by Dirito - timing chain and tensioner failure, but, highly recommended to replace the engine since they won't guarantee repairing the timing chain and tensioner would result in a fully functioning vehicle.

Since the repair cost more than the value of the car, I decided to wait for the ODI investigation outcome and towed the vehicle back to the house.

Attach to this e-mail are: 1) the diagnostic on the vehicle condition from VW Dirito Brothers and Vacaville VW, 2) threads of e-mails with Vacaville VW.

I'm still gathering the invoices from repairs done on the vehicle by Dirito from purchased to date.

Thank you for your consideration,

[REDACTED]

**Diagnosis on vehicle condition from VW Dirito Brothers and Vacaville VW**

**threads of e-mails with Vacaville VW**

Begin forwarded message:

**From:** Chris Torres <[chris.torres@vacavillevw.com](mailto:chris.torres@vacavillevw.com)>

**Subject: RE: Chris @ Vacaville VW**

**Date:** December 6, 2022 at 3:46:28 PM PST

**To:** [REDACTED]

I know, Engine replacement is a major repair and is always a large expense, whether it be a new or used component.

The used engine has roughly 122,000 miles on it.

Thank you,

Chris Torres  
Master Service Consultant  
707.449.6900 Main  
707.450.3542 Direct  
707.450.3592 Fax

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**From:** [REDACTED]

**Sent:** Tuesday, December 6, 2022 3:34 PM

**To:** Chris Torres <[chris.torres@vacavillevw.com](mailto:chris.torres@vacavillevw.com)>

**Subject:** Re: Chris @ Vacaville VW

Wow, I guess there is no win win on my Tiguan. The cost is like a down payment for a new car.

The mileage on the refurbished engine was re-set to zero?

Thanks for the information.

[REDACTED]

Sent from my iPhone

On Dec 6, 2022, at 12:40 PM, Chris Torres  
<[chris.torres@vacavillevw.com](mailto:chris.torres@vacavillevw.com)> wrote:

I am glad to hear of your test results!! That is very good.

I did some research on the engines. An engine from VW is currently backordered and there is no ETA for an arrival once ordered. Included parts/labor warranty of 12,000 or 12 months **\*whichever occurs first\*\***  
Estimate to replace with a factory engine \$12,840+tax(12.00)

Parts dept was able to find a used one from LKQ. We can't guarantee used components and they do not have a warranty for parts/labor like new components do. A partial warranty might be available from LKQ. The engine they have has 122,000 miles on it and the vehicle was totaled from a rear end accident.  
Estimate to replace engine with used component from LKQ  
\$8,500+tax(12.00)

Thank you,

Chris Torres  
Master Service Consultant  
707.449.6900 Main  
707.450.3542 Direct  
707.450.3592 Fax

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**From:** [REDACTED]  
**Sent:** Tuesday, December 6, 2022 11:49 AM  
**To:** Chris Torres <[chris.torres@vacavillevw.com](mailto:chris.torres@vacavillevw.com)>  
**Subject:** Re: Chris @ Vacaville VW

Hi Chris,

Hope you had a nice weekend. My husband & I finally tested negative. Me over the weekend & my husband just today.

I know you mentioned refurbished engines for our Tiguan is not available. If we changed the engine as you highly recommend, how much would it cost? I want to weigh all my options so I don't regret my decision.

I will be busy this week attending online meetings & training for my volunteer work that starts in February thru April. Next week I will be able to make a decision on the car.

Thank you so much for your patience.

[REDACTED]

Sent from my iPhone

On Dec 1, 2022, at 12:12 PM, [REDACTED]  
[REDACTED] > wrote:

Thanks

On Dec 1, 2022, at 9:47 AM, Chris Torres  
<[chris.torres@vacavillevw.com](mailto:chris.torres@vacavillevw.com)> wrote:

Ok, that is not a problem at all. Take the  
needed time to recover. All I ask is to stay in  
communication with me. I hope you guys feel  
better soon!!!

Thank you,

Chris Torres  
Master Service Consultant  
707.449.6900 Main  
707.450.3542 Direct  
707.450.3592 Fax

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**From:** [REDACTED]  
**Sent:** Thursday, December 1, 2022 9:45 AM  
**To:** Chris Torres  
<[chris.torres@vacavillevw.com](mailto:chris.torres@vacavillevw.com)>  
**Subject:** Re: Chris @ Vacaville VW

Hi Chris,

I'm making arrangements & will let you know  
ASAP. My husband & I are still testing positive  
don't want to spread the virus.

Thanks,

[REDACTED]

Sent from my iPhone

On Nov 29, 2022, at 4:15 PM,  
Chris Torres  
<[chris.torres@vacavillevw.com](mailto:chris.torres@vacavillevw.com)>  
wrote:

I just had parts check and there are no used engines available. The location that we get used parts from does not have this engine at the moment and does not have an ETA. I can check every so often if you would like, but we can't keep the vehicle here the whole time. Do you have a date I can set for the tow out?

I hope that you are recovering well, Sorry to hear about the Covid test 😞

Thank you,

Chris Torres  
Master Service Consultant  
707.449.6900 Main  
707.450.3542 Direct  
707.450.3592 Fax

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**From:** [REDACTED]  
[REDACTED] >  
**Sent:** Tuesday, November 29, 2022 4:10 PM  
**To:** Chris Torres  
<[chris.torres@vacavillevw.com](mailto:chris.torres@vacavillevw.com)>  
**Subject:** Re: Chris @ Vacaville VW

Hi Chris,

I'm waiting for the info on the cost of a refurbished engine. Do you already have the info?

Also, I got Covid from my recent trip. I have mild symptoms but in quarantine until I get negative tests.

Thanks,



Sent from my iPhone

On Nov 29, 2022, at 10:57 AM, Chris Torres <[chris.torres@vacaville.com](mailto:chris.torres@vacaville.com)> wrote:

Hello,

Reaching out about your Tiguan. We need to close this up for now and if you ever decide to go forward with repair, We can address at that time. For now we need the vehicle picked up ASAP. Please make arrangements to have it picked up by 12.02.2022 after that date storage fees of \$50 per day will accrue.

Thank you,

Chris Torres  
Master Service  
Consultant  
707.449.6900 Main  
707.450.3542 Direct  
707.450.3592 Fax

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**From:** Chris Torres

**Sent:** Thursday,  
November 3, 2022  
11:40 AM

**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** Chris @  
Vacaville VW

Hello,

**COMPLAINT**

CUSTOMER STATES  
THEY WERE DRIVING  
AND AN ERROR  
MESSAGE CAME  
ON THAT SAID TO  
SHUT DOWN  
VEHICLE  
IMMEDIATELY.  
CHECK AND  
ADVISE

**CAUSE**

VERIFIED THAT  
VEHICLE WILL NOT  
START. VEHICLE HAS  
NO POWER.  
JUMP STARTED  
VEHICLE AND  
ATTEMPTED TO  
CHARGE BATTERY.  
ELECTRICAL POWER  
IS NEEDED IN ORDER  
TO DIAGNOSE  
CUSTOMERS

CONCERN. BATTERY  
TESTED AT 2 VOLTS,  
ATTEMPTED TO  
CHARGE  
BATTERY AND IT  
TESTED AS "DEFECT  
BATTERY, REPLACE"  
RECOMMEND TO  
REPLACE WORN  
OUT/DEFECTIVE  
BATTERY IN ORDER  
TO  
PROCEED WITH  
DIAGNOSTIC.  
BATTERY REPLACED  
BY AAA.

SCANNED CAR AND  
FOUND MULTIPLE  
CODES. P0016  
CAMSHAFT  
POSITION SENSOR  
CORRELATION,  
P0300 RANDOM  
MISFIRE, P0301,  
P0302, P0303,  
P0304 FOR MISFIRES  
ON ALL CYLINDERS,  
P0562  
SYSTEM VOLTAGE  
TOO LOW. STARTED  
BY CHECKING CODE  
P0016,  
ENGINE HAS AN  
UNSTABLE IDLE,  
FOUND A TSB AND  
WE NEED TO  
REMOVED THE  
UPPER TIMING  
CHAIN COVER AND  
CHECK TIMING AND  
CAMSHAFT BEARING  
BRACKET.  
ADDITIONAL DIAG  
TIME REQUIRED.

ALSO FOUND THE  
LOWER CHARGE AIR  
PIPE  
DISCONNECTED,  
CONNECTED  
BACK PIPE BUT  
ENGINE STILL  
RUNNING ROUGH.  
CLEARED CODES  
AND  
P0016 CODE CAME  
BACK RIGHT AWAY.

FOUND TSB 01-15-  
08TT. REMOVED  
UPPER TIMING  
COVER, SPOOL  
VALVE AND  
CAMSHAFT BRIDGE  
AND INSPECTED FOR  
DAMAGE AND  
FOUND  
THE OIL SCREEN  
FROM THE BRIDGE  
MISSING. TSB  
RECOMMENDS TO  
REPLACE THE INTAKE  
CAMSHAFT, SPOOL  
VALVE, CAMSHAFT  
BRIDGE,  
ALSO RECOMMEND  
TO RE-TIME THE  
ENGINE WITH NEW  
TIMING CHAIN,  
TENSIONER AND  
GUIDES. AFTER  
REPAIRS COMPLETE  
WE HAVE TO  
CLEAR CODES AND  
RE-CHECK.

**ESTIMATE TO  
REPLACE  
NECESSARY  
COMPONENTS AND  
RE TIME ENGINE**

**\$4237+TAX(10.0)**

Thank you,

Chris Torres  
Master Service  
Consultant  
707.449.6900 Main  
707.450.3542 Direct  
707.450.3592 Fax

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This email was scanned  
by Bitdefender

**SAAB****Dirito  
Brothers  
WALNUT CREEK**2020 North Main St.  
WALNUT CREEK, CALIFORNIA 94596-4195  
(925) 934-8224CALIF. B.A.R. REG. # 257857  
EPA # CAL000300319

CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR SEAN	1943	TAG NO	[REDACTED]	INVOICE DATE 09/09/22	[REDACTED]	
LABOR RATE	[REDACTED]	LICENSE NO	[REDACTED]	MILEAGE	84,330	COLOR	[REDACTED]	
YEAR / MAKE / MODEL	09/VOLKSWAGEN/TIGUAN/UT				DELIVERY DATE	08/22/09	DELIVERY MILES	27
VEHICLE I.D. NO.	W V G A V 7 5 N 0 9 W [REDACTED]				SELLING DEALER NO.	1000	PRODUCTION DATE	
R.T.E. NO.		P.O. NO.		R.O. DATE	08/02/22			
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]	COMMENTS			MO: [REDACTED]	

LABOR & PARTS  
 J# 1 14VWZ03 CK ENG LITE DIAG TECH(S):1206 INTERNAL

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. INSPECT AND ADVISE  
 NOTE: LIGHT CAME ON SHORTLY AFTER PREVIOUS VISIT. TOWED IN.  
 ENGINE IS CHUGGING AT START UP.  
 CAR BARELY RUNS, SCANNED FOR FAULTS AND FOUND MISSFIRE  
 FAULTS ON ALL CYLINDERS ALONG WITH P0016 CAMSHAFT TIMING C  
 CORRELATION FAULTS. TIMING IS ADVANCED OVER 10 DEGREES AT  
 IDLE, REMOVED COVER AND INSPECTED CHAIN AND CONFIRMED STRET  
 AND JUMPED. RECOMMEND TIMING CHAIN/ADJUSTER/ETC  
 IN ORDER TO IDENTIFY IF ANY INTERNAL DAMAGES ARE PRESENT  
 THE CYLINDER HEAD WOULD NEED TO BE REMOVED.  
 CUSTOMER DECLINED REPAIRS AT THIS TIME AND PLANS TO TOW  
 VEHICLE.

JOB # 1 TOTAL LABOR &amp; PARTS 0.00

J# 2 77VWZ1A TIRE PRESSURE CHECK TECH(S):1206 INTERNAL

COMPLIMENTARY TIRE PRESSURE CHECK  
 RECORD TIRE INFLATION PRESSURE BELOW  
 L/F R/F L/R R/R

JOB # 2 TOTAL LABOR &amp; PARTS 0.00

J# 3 77VWTEXT TEXT CONSENT TECH(S):66 INTERNAL

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 CONSENT  
 TEXT CONSENT

JOB # 3 TOTAL LABOR &amp; PARTS 0.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

RECOMMENDATIONS  
 TIMING CHAINS

Thank you for choosing  
**Dirito Brothers**  
 as your Servicing Dealer.

WE APPRECIATE  
 YOUR BUSINESS.

NOTICE TO CUSTOMER:  
 PLEASE READ IMPORTANT  
 INFORMATION ON BACK.

2008-2009, 11/12/1009 (01/20)

# VACAVILLE VOLKSWAGEN

721 ORANGE DRIVE  
VACAVILLE, CA 95687  
(707) 449-6900



B.A.R. # ARD 232425  
E.P.A. # CAL 000393981

CUSTOMER NO	ADVISOR CHRIS TORRES	TAG NO 5681	INVOICE DATE 11/29/22	INVOICE NO
RESIDENCE PHONE	LICENSE NO	MILEAGE 84,330	COLOR	STOCK NO
BUSINESS PHONE	YEAR / MAKE / MODEL 09/VOLKSWAGEN/TIGUAN/4DR SUV FWD AT	DELIVERY DATE	DELIVERY MILES	
COMMENTS	VEHICLE ID NO. WVGAV75N09W	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/17/22	

JOB# 1 CHARGES-----

LABOR  
J# 1 10VWZ-4 OIL LIGHT TECH(S):5557 380.00

CUSTOMER STATES THEY WERE DRIVING AND AN ERROR MESSAGE CAME ON THAT SAID TO SHUT DOWN VEHICLE IMMEDIATELY. CHECK AND ADVISE  
VERIFIED THAT VEHICLE WILL NOT START. VEHICLE HAS NO POWER. JUMP STARTED VEHICLE AND ATTEMPTED TO CHARGE BATTERY. ELECTRICAL POWER IS NEEDED IN ORDER TO DIAGNOSE CUSTOMERS CONCERN. BATTERY TESTED AT 2 VOLTS, ATTEMPTED TO CHARGE BATTERY AND IT TESTED AS "DEFECT BATTERY, REPLACE" RECOMMEND TO REPLACE WORN OUT/DEFECTIVE BATTERY IN ORDER TO PROCEED WITH DIAGNOSTIC. BATTERY REPLACED BY AAA.  
SCANNED CAR AND FOUND MULTIPLE CODES. P0016 CAMSHAFT POSITION SENSOR CORRELATION, P0300 RANDOM MISFIRE, P0301, P0302, P0303, P0304 FOR MISFIRES ON ALL CYLINDERS, P0562 SYSTEM VOLTAGE TOO LOW. STARTED BY CHECKING CODE P0016, ENGINE HAS AN UNSTABLE IDLE, FOUND A TSB AND WE NEED TO REMOVED THE UPPER TIMING CHAIN COVER AND CHECK TIMING AND CAMSHAFT BEARING BRACKET. ADDITIONAL DIAG TIME REQUIRED. ALSO FOUND THE LOWER CHARGE AIR PIPE DISCONNECTED, CONNECTED BACK PIPE BUT ENGINE STILL RUNNING ROUGH. CLEARED CODES AND P0016 CODE CAME BACK RIGHT AWAY.  
FOUND TSB 01-15-08TT. REMOVED UPPER TIMING COVER, SPOOL VALVE AND CAMSHAFT BRIDGE AND INSPECTED FOR DAMAGE AND FOUND THE OIL SCREEN FROM THE BRIDGE MISSING. TSB RECOMMENDS TO REPLACE THE INTAKE CAMSHAFT, SPOOL VALVE, CAMSHAFT BRIDGE, ALSO RECOMMEND TO RE-TIME THE ENGINE WITH NEW TIMING CHAIN, TENSIONER AND GUIDES. AFTER REPAIRS COMPLETE WE HAVE TO CLEAR CODES AND RE-CHECK.  
ESTIMATE TO REPLACE NECESSARY COMPONENTS AND RE TIME ENGINE \$4237+TAX(10.0)  
-CUSTOMER DECLINED AT THIS TIME, NO REPAIRS MADE AT THIS TIME

JOB# 1 TOTALS-----  
LABOR 380.00

JOB# 2 CHARGES-----  
JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 380.00

LABOR  
J# 2 00VWZ-01 PSI INSPECTION TECH(S):5557 0.00  
TIRE PRESSURE CHECK AND INFLATE SERVICE  
SET TO SPEC

JOB# 2 TOTALS-----

JOB# 3 CHARGES-----  
JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00

LABOR  
J# 3 00VWZ-WELCOME WELCOME NEW CUSTOMER TECH(S):5557 0.00

The Reynolds and Reynolds Company, ERMNTNVE, GO504914 O, (05/20)