

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 151

Date Received

02-FEB-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

856016

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ (located at front of windshield on drivers side)		Vehicle Make VOLKSWAGEN	Vehicle Model PASSAT	Vehicle Year 1992	Current Odometer Reading
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06110000	Part Name(s) FUEL:FUEL TANK ASSEMBLY	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THERE IS FUEL LEAKING INTO THE ENGINE COMPARTMENT. DEALER HAS SEEN VEHICLE. *AK

CONTINUED ON BACK (REVERSE)

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.



Vehicle Owner's Questionnaire (VOQ)

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U.S. Department of Transportation
National Highway Traffic Safety Administration

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

DATE RECEIVED
02-FEB-2000
OFFICE OF DEFECTS INVESTIGATION

Reference No.

856016

Work Number

Home Num

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
☐ YES ☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)	VEHICLE MAKE	VEHICLE MODEL	VEHICLE YEAR	Current Odometer Reading
WVWBY31245G19115	VOLKSWAGEN	PASSAT	1992	24,000

Purchase Date	Dealer's Name	City	State	Zip Code
3/31/98	Economy Honda	Cliff	TX	75001

☐ New ☒ Used	Engine Size (CID/CCL)	No Cylinders	Fuel Injection
	4	4	☐ Turbo ☐ Diesel ☐ Gas

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☒ Automatic ☐ Manual	☒ Yes ☐ No	☒ 3-Point Belt ☐ 2-Point Belt ☐ Driver's Side Airbag ☐ Passenger's Side Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other	☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other

Component	Part Name(s)	Location	Failed Part(s)	Original	Replacement
06110000	FUEL:FUEL TANK ASSEMBLY	Left	Left	☒ Original	☐ Replacement

No of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)
14			

APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), and injury(ies) on the back of this form)			
Crash	Fire	Number of Persons Injured	Number of Fatalities
☐ Yes ☒ No	☐ Yes ☒ No		

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THERE IS FUEL LEAKING INTO THE ENGINE COMPARTMENT. DEALER HAS SEEN VEHICLE. AK
Automatic Acceleration
Brakes go to the floor
Tank Latch will not open
Transmission Failure
Starting Problems (electrical)
No Power

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Form Approved O.M.B. No. 2127-0008

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

Throttle sticks when accelerating. I've had to make my kids jump out of the car when it sticks in continuous acceleration. The brakes go to the floor and I mean look at the acceleration problems and can't fix. Vehicle has electrical Down 3 different shops tried to fix and could not. Vehicle take a long time to shift while trying to pull out of my driveway or onto the interstate almost gotten hit on several occasions. I try to push the gas to the floor it burley goes and sometimes will cause the car to accelerate and throttle sticks. This car is a hazard and it scares me.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

19128

KIA / VW OF CHATTANOOGA

WORKORDER

6015 International Drive
Chattanooga, TN 37421
(423) 855-4981

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SERVICE ADVISOR: 92 ELIJAH ANDREWS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TEAL	1992	VOLKSWAGEN PASSAT	WVWFB4312NE019675		71322/	T456
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN1992			17:00 15JUN99		59.00	
R.O. OPENED	READY	OPTIONS:				
15JUN1999 08:56						
LINE OF CODE	TECH TYPE	DESCRIPTION/INSTRUCTIONS				
# H ELM	CPV	HEATER INOPERABLE				

N/C

I ELM

CPV OCCASSIONALLY VEHICLE DOESN'T START--HAVE TO PUSH IN
RELAY SWITCH IN FUSE PANEL

N/C Needs Ignition Switch

J BOME

CPV TRUNK LATCH BROKEN

N/C

Value Cover gasket

027-198-025 \$42.60x

357-905-855B

Ignition Switch \$35.00

~~Relay Switch \$1.00~~~~191-25-253~~

EXCLUSION OF WARRANTIES

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 excludes 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 sentimental 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.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth 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 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 and/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. The dealership is not responsible for damage from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPRO OF THE ABOVE REVISED ESTIMATES:

X

TECHNICIAN

9675

19128

KIA / VW OF CHATTANOOGA

WORKORDER

6015 International Drive

Chattanooga, TN 37421

(423) 855-4981

PAGE 2

SERVICE ADVISOR: 92 ELIJAH ANDREWS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TEAL	1992	VOLKSWAGEN PASSAT	WVWFB4312NE019575		71322/	T456	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN1992			17:00 15JUN99		59.00		
R.O. OPENED		READY	OPTIONS:				
15JUN1999 08:56							

LINE OR CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

A ACM CPV A/C BLOWER FAN INOP ON SPEED 1, 2 & 3--ADVISE

N/C

B ELM 90 CPV VEHICLE HAS ELECTRICAL DRAIN--ADVISE

2 Repaired Ground Cable

C ENM 90 CPV VEHICLE BOGS DOWN WHEN A/C OR HEADLIGHTS ARE TURNED ON

25 Changed Distrib. Cap, Rotor, Spark Plugs, & Replaced
3 EA Vacuum Lines.

D ENM 90 CPV OCCASIONALLY THROTTLE STICKS WHEN ACCELERATING

N/C Lube

E ENM 90 CPV FUEL SMELL

Changed Air Filter + Reconnected Evap. Canister
N/C Purge Valve

F BRM CPV WHEN VEHICLE IS LEFT IDLING BRAKES HAVE TO PUMPED

N/C

G TAM CPV VEHICLE TAKES A LONG TIME TO SHIFT WHEN IN A STRAIN

N/C

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold herein are void if the undersigned purchaser understands, expresses or implies, for a particular purpose, that such parts and/or accessories are of merchantable quality, or that they will enable any vehicle in any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or anything left in 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 and/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 repair charges. The dealer/shop is not responsible for damages from freezing due to lack of antifreeze.

DATE 19128 TIME OFF

LIMINARY ESTIMATE \$

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

TECHNICIAN

OVERSEER SIGNATURE

CUSTOMER #:9019675

20934

KIA / VW OF CHATTANOOGA

WORKORDER
REPRINT
PAGE 26015 International Drive
Chattanooga, TN 37421
(423) 855-4981

SERVICE ADVISOR: 92 ELIJAH ANDREWS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TEAL	1992	VOLKSWAGEN PASSAT	WVWFB4312NE019675		74509/	T713	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN1992			17:00 22SEP99		59.00		

R.O. OPENED	READY	OPTIONS:
22SEP1999 10:06		

LINE OF CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
# A ACM	90 CPV	CUST STATES HEATER CORE BLEW UP AND SPILLED COOLANT INTO VEHICLE - ADVISE

VW AGREED TO PAY FOR HEATER CORE ON
VW WAS TOLD ABOUT FUEL LEAK & FIRE POSSIBILITY VW TURNED IT TO A

# B TAM	90 CPV	CUST STATES TRANS SLIPPING - ADVISE	PHASE II... THEY DECLINED REPAIRS...
---------	--------	-------------------------------------	--

# C	90 CPV	*****CALL VW CUST RELATIONS...MARY JO..248-475-4079...MARY JO FARLEY...CALL WITH RESULTS BEFORE CALLING CUST ...SHES WITH VW CUST RELATIONS...
-----	--------	--

# D ELM	100 CPV	CUST STATES VEHICLE HARD TO START - HGAVE TO PUSH HARD ON RELAY UNDER DASH - ADVISE - ASK MARY IF VW WILL COVER DIAGNOSTIC
---------	---------	--

VW Refused Repair

FUEL LEAKING FROM THE
FUEL DIET THROUGH THE MASS
AIR FLOW SENSOR & INTO AIR
BOX...
CUST DECLINED REPAIRS

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AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth 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 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 and/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. The dealership is not responsible for damage from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE

CLOSED

AUTHORIZED BY	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES

X

TECHNICIAN

CUST. FRANK GRANT 1/10/99

CUSTOMER #: 9019675

21014

KIA/VW OF CHATTANOOGA

WORKORDER

6015 International Drive
Chattanooga, TN 37421
(423) 855-4981

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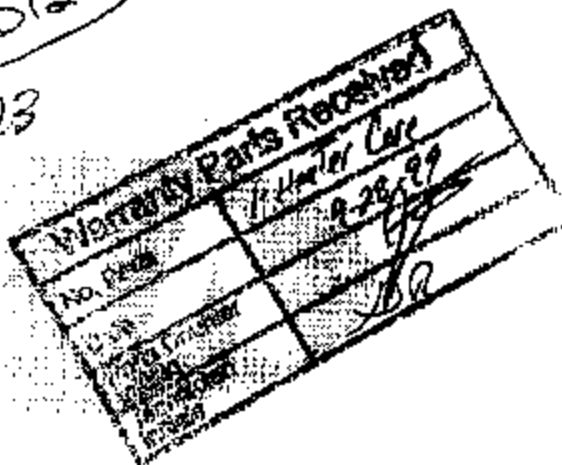
SERVICE ADVISOR: 92 ELIJAH ANDREWS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TEAL	1992	VOLKSWAGEN PASSAT	WVWFB4312NE019675		74598/	T776	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
01 JAN 1992			12:00 11:00 27 SEP 99		59.00		
R.O. OPENED		READY		OPTIONS:			
27 SEP 1999 11:59							

LINE	OP CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
9	A	COM	90 WV HEATER CORE BLEW UP - SOP

90 Replaced Heater Core

9 B CHECK RECALLS SEE ELI



CLOSED

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories are voided if the undersigned purchaser or implied for a particular part or part of such part dealer, exclude, but merchantable quality or that they will enable any vehicle at any time.

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME
9.30	1.5	90	ELI

I hereby acknowledge that I was notified & gave oral approval of the above revised estimates.

TECHNICIAN

A.G. Import Auto Service
292 Shadbone Lane
Ringgold, GA 30736
(706) 891-6119

Estimate only

SERVICE REQUEST FORM

ROM

PLEASE PRINT OR TYPE

[REDACTED]

STREET _____
CITY _____
STATE _____

[REDACTED]

(F)

VEHICLE INFORMATION

VI. NO.																			
STOCK				DEL. DATE				SALE DATE				TIME PROMISE				A.M. P.M.			
COLOR		LICENSE #						YEAR		MILEAGE									
KEY #		MAKE/MODEL 1992 Oldsmobile Preset																	

PROBLEM / SYMPTOM DESCRIPTION Estimate of transmission replacement
vehicle was not been inspected by this shop. Estimate: \$800
fully on flow conservative.

2 Volkswagon Corvair rebuilt, installed \$3,250.00

USED Transmission installed
(6 month replacement warranty on road only) \$1,770.00

Independent rebuilt + tested	\$2,770 ^{per}
------------------------------	------------------------

SIGNATURE

EXCLUSION OF WARRANTIES

[illegible]

AUTHORIZATION FOR REPAIRS

[illegible]

11

I WANT TO INSPECT MY USED PARTS

WANT THE LOWEST COSTS? WE'LL TRY TO BEAT ANY OTHER OFFER.

11

I DO NOT WANT TO BE RESPONSIBLE FOR HARMING
ANY OTHER PARTY'S REPUTATION.

**Thank You
FOR BRINGING
YOUR CAR
TO US
FOR SERVICE**

All Foreign Car Service
9619 Apison Pike
Collegedale, Tn. 37315

February 23,2000

To Whom It May Concern:

In regards to [REDACTED] Volkswagen Jetta automatic transmission, we have found a great deal of damage. This includes her clutches, valve body, torque converter, and all necessary parts required to rebuild this unit. This damage is in excess of \$2000.00 for both parts and labor.

Sincerely yours,



Robert Arrieta, Sr.
Owner, All Foreign Car Service

Atlanta, GA 30336 • (706) 891-6119

DATE 11-15-69

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (BOWEN WARE DISTRIBUTING) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES OTHER THAN EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ACCEPTS NO LIABILITY FOR ANY OTHER CLAIMS TO REMEDY FOR IT AND LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.