

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 335

Date Received

02-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

856029

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) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3VWDB61E4XM807991	VOLKSWAGEN	CABRIOLET	1999	

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 _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15300000	Part Name(s) EQUIPMENT: SPEED CONTROL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 15-SEP-1999 Mileage at Failure(s) 200 Vehicle Speed at Failure(s) 65	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CRUISE CONTROL, ACCORDING TO THE OWNER'S MANUAL, READS THAT THE VEHICLE IS SUPPOSE TO HAVE 4 FUNCTIONS; SET THE SPEED, /O RESUME THE SPEED/ TO ACCELERATE, AND TO SLOW DOWN. WHEN HOLDING THE SET BUTTON IN, IT'S SUPPOSE TO SLOW DOWN, BUT INSTEAD, IT ACCELERATES. THIS CAUSES THE CONSUMER TO ALMOST REAR END SOMEONE. CONSUMER TOOK VEHICLE TO DEALER, AND THEY SAID THE CAR WAS FUNCTIONING PROPERLY. ^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.

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OFFICE
DEFECTS INVESTIGATIONOrd. or
Ref. No.
Ord. It
up. It

Reference No.

856029

Work Number

Home Number

OWNER INFORMATION (Type or Print)

588005

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 2/15/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3VWDB61E4XM807991	VOLKSWAGEN	CABRIOLET	1999	4,750
Purchase Date 9/8/99	Dealer's Name <u>Palm Beach Volkswagen</u>		Engine Size (CID/CC/L) <u>2.0L</u>	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☐ Used	City <u>West Palm Beach</u> State <u>FL</u> Zip Code <u>33411</u>		No Cylinders <u>4</u>	
Transmission Type ☒ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☒ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15300000	Part Name(s) EQUIPMENT: SPEED CONTROL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures 0	Date(s) of Failure(s) <u>15-SEP-1999</u> Mileage at Failure(s) <u>200</u> Vehicle Speed at Failure(s) <u>65</u>	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CRUISE CONTROL, ACCORDING TO THE OWNER'S MANUAL, READS THAT THE VEHICLE IS SUPPOSE TO HAVE 4 FUNCTIONS; SET THE SPEED, /O RESUME THE SPEED/ TO ACCELERATE, AND TO SLOW DOWN. WHEN HOLDING THE SET BUTTON IN, IT'S SUPPOSE TO SLOW DOWN, BUT INSTEAD, IT ACCELERATES. THIS CAUSES THE CONSUMER TO ALMOST REAR END SOMEONE. CONSUMER TOOK VEHICLE TO DEALER, AND THEY SAID THE CAR WAS FUNCTIONING PROPERLY. *AK

(See attached letter to VW dated 2/5/00)

CONTINUE ON BACK IF NEEDED

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.

VIA EXPRESS MAIL

February 5, 2000

Customer Relations - 2F02
Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

RE: 1999 VW Cabrio, VIN #3VWDB61E4XM807991

Dear Sir/Madam:

Last summer we researched and shopped for convertibles. We looked at and liked the VW Cabrio GLS, since it had the standard equipment and features we wanted (front and side airbags, cruise control, power windows, etc.). After researching other makes and models and their standard equipment and features, we chose the Cabrio.

On September 8, 1999, we traded in our 1998 VW New Beetle and purchased a new 1999 VW Cabrio GLS (the Cabrio is registered under Lori A. Schlamp) from Palm Beach Volkswagen (Meteor Motors, Inc. d/b/a Palm Beach Acura and a/k/a Palm Beach VW, 6870 Okeechobee Blvd., West Palm Beach, FL 33411; 561-686-0300). We decided to lease it for two (2) years.

Soon afterwards, while driving on the highway, we almost rear ended the vehicle in front of us as all of the cruise control's functions did not operate correctly. In reviewing the owner's manual again, as we had reviewed it prior to purchasing the Cabrio to determine all of the features and equipment the vehicle carried, the cruise control should have had four (4) functions (set, resume, accelerate and decelerate). The set, resume and accelerate functions worked properly; however, the decelerate feature did not operate. When you press in and hold the "set" button, the vehicle should decelerate until you release the "set" button; then, the speed should remain at that new set speed. What occurred when we pressed in and held the "set" button, was that the vehicle accelerated (the opposite of what it should have done). As we were coming upon slower traffic, this almost caused us to rear end the vehicle in front of us. Please note that the accelerate function of the cruise control, which is activated by holding the "resume" switch to the left, operates correctly. Therefore, we had two accelerating controls and no decelerating control.

Presuming a wire was incorrectly attached (i.e. a simple cure), we took the Cabrio back to Palm Beach VW on September 30, 1999, to have them check this out. To our astonishment, they stated that the cruise control was operating correctly. there is no decelerate function and the owner's

*Customer Relations - 2F02, VW of America
February 5, 2000
page two - via Express Mail /*

manual is incorrect (see enclosed copy of work order stating this). The following day, we contacted VW of America (at the "800" number) and spoke to your technical/specification section. We explained what had occurred and inquired whether our vehicle actually should have a decelerate function (since having this feature was part of our decision to purchase this vehicle). VW of America said that our vehicle should have the decelerate function and, although they apologized for the dealership's lack of knowledge, they suggested we take the vehicle to another VW dealership to have them correct the problem. We said that Schumacher Automotive, Inc. (3720 Northlake Blvd., Lake Park, FL 33403; 561-622-8220; Mr. Kirk Mote in VW Service has the most knowledge of our vehicle) was actually closer to our home.

On October 15, 1999, we brought the vehicle to Schumacher to correct this problem (see enclosed work order). We explained the problem and they stated that our vehicle should have the decelerate function. They ordered a speed regulator and on November 20, 1999, we brought the vehicle back to Schumacher to install this part (see enclosed work order).

We presumed all the functions of the cruise control operated properly, but in early-January 2000, we used the cruise control for the first time after having it repaired on November 20th. We found that it still didn't operate properly. In fact, of the four (4) functions it should have (set, resume, accelerate and decelerate), it now only had two (2) functions (set and accelerate). The "resume" switch operated in the same manner as the "set" button (i.e. when you moved the "resume" switch it simply held the speed, it did not return/resume the vehicle to the previously set speed) and you could accelerate by either pressing in the "set" button or holding the "resume" switch to the left. On January 20, 2000, we brought the vehicle back to Schumacher and they ordered another speed regulator. They kept the vehicle for four (4) days, and when we picked up the car on January 23rd and drove it home, the cruise control still did not operate correctly. At that time, we had the original three (3) functions (set, resume and accelerate) but the decelerate function did not operate.

On January 24, 2000, we again brought the vehicle to Schumacher to correct this and they discovered that the problem was our 1999 Cabrio has 1998 wiring. For reference, our Cabrio was built in January 1999, so it was probably one of the first 1999 Cabrios built (with 1998 wiring, however). Schumacher found that the 1998 Cabrio did not offer decelerate as a function in the cruise control. We asked if they could remove the 1998 wiring and install 1999 wiring, and they said that a project of that magnitude is not economically feasible.

This is where we currently stand. Since we based our trade-in and purchase of the 1999 Cabrio upon the vehicle's features and equipment, we do not want the vehicle as it does not offer what was advertised. In addition, the vehicle is not safe as the decelerate function still operates as an accelerate function.

Customer Relations - 2F02, VW of America

February 5, 2000

page three - via Express Mail _____

We have telephoned VW of America's Customer Service (at the "800" number, claim #33299) and their response was basically "sorry for the misinformation on the cruise control's ability, the vehicle was made correctly and you're stuck with it." While we do not feel that is an appropriate response for any situation, it certainly wasn't appropriate for our situation since there is a major safety concern with the cruise control as it almost caused us to rear end vehicles traveling in front of us

As two-time VW customers (Lori's third), we would appreciate your immediate review of this situation and a reply to us as soon as possible.

Sincerely,



Sincerely,



/sks

Enclosures

*cc: Office of the Attorney General (w/enclosures; Lemon Law Research Unit, The Capitol,
Tallahassee, FL 32399-1050)*

CV9450

46890

PALM BEACH Volkswagen

INVOICE

6870 Okeechobee Blvd.
West Palm Beach, FL 33411 Telephone (561) 686-0300
THE AUTOMOBILE DEALER FOR YOUR LIFESTYLE

PAGE 1

US:

SERVICE ADVISOR: 82 ATTILA PRESSER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	1999	VOLKSWAGEN CABRIO	3VWDR61E4XM8G7991		718/720	21219	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09SEP1999		08SEP2001	17:00 30SEP99		65.00	CASH	30SEP1999
R.O. OPENED		READY	OPTIONS: STK:V9450 DLR:405241				
30SEP99		30SEP99					

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

A CK CRUISE CONTROL - SEE ATTACHED NOTE
099 MISC.

52 WV

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

718 WRONG INFORMATION IN OWNER'S MANUAL CRUISE CONTROL IS OPERATING CORRECTLY. HOWEVER THE INFORMATION IN THE OWNER'S MANUAL IS INCORRECT. TO ACCELERATE WHILE IN CRUISE, THE "SET" BUTTON NEEDS TO BE DEPRESSED UNTILL DESIRED SPEED IS OBTAINED. TO COAST/DECELERATE THE BRAKE PEDAL HAS TO BE APPLIED. THE "RESUME" BUTTON RESTORES TO LAST CRUISE SET SPEED.

B CK REMOTE - SEE ATTACHED NOTE

099 SEE NOTES - NEEDS ALL KEYS IN ORDER TO
PROGRAM.

52 WV

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

718 REMOTE DEFECTIVE NO WORK DONE. TWO KEYS AND TWO REMOTES HAVE TO BE AVAILABLE FOR REMOTES TO BE PROGRAMMED CUSTOMER NEEDS TO RETURN TO HAVE WORK DONE.

C INSTALL CARCO NET

801 NO CHARGE

52 WV

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

718 CARCO NET INSTALLED

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION OF THE APPEARANCE OF THE VEHICLE OR OTHERWISE DEFERRED OR REPLACED UNDER THIS CLAIM HAD ACCIDENT, NEGLIGENCE OR DEFECTIVE WORK. IF ANY OF THESE CLAIM ARE AVAILABLE, THE APPEARANCE OF PAYMENT NOTIFICATION AT MANUFACTURER'S INSPECTION BY

STATEMENT OF DISCLAIMER

This factory warranty constitutes all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

IS. GNECI

DEALER

(DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

IMPORTANT
You will receive a survey in the next few days. In any reason you cannot, please contact our Service Manager. (561) 686-0300 Thank you.



SCHUMACHER AUTOMOTIVE, INC.

3720 Northlake Blvd. Phone (561) 622-8220

LAKE PARK, FL 33403

Registration No. MV-32743



CUSTOMER NO 23464	ADVISOR ROBERT GREEN 7973	TALE NO 6413	DATE OF DATE 10/15/99	WVCE NO VWCS82331
	LABOR RATE	LICENSE NO	DOB OR	STOCK NO
		1311		
	YEAR / MAKE / MODEL 99 VOLKSWAGEN CABRIOLET 2DR		DATE OF DATE	REPAIR MILES
	VEHICLE ID NO 3VWDB61E4XM807901		SE. IN DEALER NO	PRODUCTION DATE
	F. T. E. NO	P. D. NO	R. D. DATE 10/15/99	
COMMENTS				

LABOR & PARTS
J# 1 05VWZ000Y BODY ELE TECH(S): 24028 WARRANTY
RESUME AND DECEL FEATURES OF CRUISE WORK OPPOSITE OF
WAY DESIGNED
CRUISE CONTROL, CONTROL UNIT
CK SYSTEM WITH 1466 ORDERED CONTROL UNIT

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 0 1H0-907-305 SPEED REGU WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 11VWZ BALANCE/VIBRATION TECH(S): 24028 WARRANTY
CUSTOMER STATES BETWEEN 60-65 MPH ONLY CAR HAS SLIGHT
VIBRATION AND STEERING WHEEL WOBBLER.
FT WHEEL BALANCE
4405520 5
BALANCE FT WHEELS

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+04VWZ TRIM TECH(S): 24028 WARRANTY
CUSTOMER STATES GLOVE BOX WILL NOT STAY CLOSED.
SOP PART IN STOCK
ALREADY INSTALLED

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS
WAITER



SCHUMACHER AUTOMOTIVE, INC.

3720 Northlake Blvd. Phone (561) 622-8220

LAKE PARK, FL 33403

Registration No. MV-32743



CUSTOMER NO.	ADDITION	TAX NO.	REG. DATE	PAID NO.
23484	80881 GREEN 7973	6413	10/15/99	VWCS82391
	LABOR RATE	1311	STOCK NO.	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	99 VOLKSWAGEN CABRIOLET 2DR			
	VEHICLE ID NO.		SALES DEALER NO.	PRODUCTION DATE
	3 VW 0 B 6 1 E 4 X M 8 0 7 9 9			
	FIN. NO.		DATE	
			10/15/99	
COMMENTS				

TOTALS

GENERAL MOTORS PARTS DESIGNATED WITH AN ASTERISK (*)
INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER
REPAIRS.

STATE OF FLORIDA MOTOR VEHICLE REGISTRATION CERTIFICATE
*****MV-32743*****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE



SCHUMACHER AUTOMOTIVE, INC.

3720 Northlake Blvd. Phone (561) 622-8220
LAKE PARK, FL 33403
Registration No. MV-32743



CUSTOMER NO. 23464	ADVISOR BENJAMIN WINE 8433	TAX NO. 4647	INVOICE DATE 11/20/99	INVOICE NO. VWCS86121
	LABOR RATE	LICENSE NO.	SALES TAX 2344	STOCK NO.
	YEAR MAKE MODEL 99/VOLKSWAGEN/CABRIOLET/2DR	VEHICLE NO. 3VW2B61E4XM807991	DELIVERY DATE	DELIVERY MILES
	FIN. NO.	P. NO.	SALES DEALER NO.	PRODUCTION DATE
	COMMENTS		P. DATE 11/20/99	

LABOR & PARTS
JOB # 1 05V4Z XXXXX TECH(S):24028 WARRANTY
CUST SAYS CRUISE CONTROL IS INOP INSTALL SOP
CONTROL UNIT JS HAL
2700710 .4 2782210 .55
CX CRUISE, REPL CONTROL UNIT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	140-907 305	SPEED REGU		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
TOTALS					
GENERAL MOTORS PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER REPAIRS.				TOTAL LABOR	0.00
STATE OF FLORIDA MOTOR VEHICLE REGISTRATION CERTIFICATE *****MV-32743*****				TOTAL PARTS	0.00
				TOTAL SUBLET	0.00
				TOTAL G.O.G.	0.00
				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX	0.00
				TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE



SCHUMACHER AUTOMOTIVE, INC.

3720 Northlake Blvd. Phone (561) 622-8220,
LAKE PARK, FL 33403
Registration No. MV-32743



CUSTOMER NO. 23484	ADVISOR KIRK MOTE 7198	TRADE NO. 3925	INVOICE DATE 01/20/00	INVOICE NO. VWCS91395
	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
	YEAR/MAKE/MODEL	MILEAGE	DELIVERY DATE	DELIVERY MILES
	99VW0KSWAGEN/CABRIOLET/2DR		SPLINT DEALER NO.	
	VEHICLE ID NO. 3VW0B61F4XM807991		PRODUCTION DATE	
	F. E. NO.		A. D. DATE	
COMMENTS		01/17/00		

LABOR & PARTS
J# 1 95VMZ SERVICE RETURN TECH(S):24028 WARRANTY
CRUISE INOP - WILL ACCEL WHEN USING EITHER RESUME OR DECEL -
RESUME INOP
CRUISE CONTROL MODULE IS BAD (P1, 2782)(HELLA)
2700710 .4 2762210 .55
CK SYSTEM WITH 1466, REPL CONTROL MODULE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	1H0-907-305	SPEED REGU		WARRANTY
JOB # 1	0	1H0-907-305	SPEED REGU		WARRANTY

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+39VWZ04 ENTERPRISE RAC TECH(S):7882 WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2					

JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	TOTAL	SUBLET	WARRANTY
JOB # 2	43125	313486	01/20/00	RAC			0.00

TOTALS

GENERAL MOTORS PARTS DESIGNATED WITH AN ASTERISK (*)	TOTAL LABOR	0.00
INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER	TOTAL PARTS	0.00
REPAIRS.	TOTAL SUBLET	0.00
	TOTAL G.O.S.	0.00
STATE OF FLORIDA MOTOR VEHICLE REGISTRATION CERTIFICATE	TOTAL MISC CHG	0.00
*****MV-32743*****	TOTAL MISC BISC	0.00
	TOTAL TAX	0.00
	TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE



**SCHUMACHER
AUTOMOTIVE, INC.**
3720 Northlake Blvd. Phone (561) 622-3220,
LAKE PARK, FL 33403
Registration No. MV-32743



CUSTOMER NO. 23464	ADVISOR KIRK MOTE	7188	FAIRNESS 3306	INVOICE DATE 01/24/00	INVOICE NO. VWCS92035	
	LABOR RATE	1.00	MILEAGE 4579	FINCH	STOCK NO.	
	VEHICLE MAKE, MODEL	99/VOLKSWAGEN/CABRIOLET/2DR			DELIVERY DATE	DELIVERY MILE
	VEHICLE ID NO.	3VWDB61E4XM807991			DELIVERY DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.C. NO.	P.O. DATE 01/24/00			
COMMENTS						

LABOR & PARTS.....
J# 1 05VWZ300Y BODY ELE TECH(S):24028 INTERNAL
CRUISE INOP - SEE HIST
CRUISE CONTROL OPERATING TO MANUFACT. SPECS
77.50
THE OPERATING INSTRUCTIONS IN THE OWNERS MANUAL THE CRUISE
HAS IS INCORRECT. A CORRECT COPY OF THE OPERATING
INSTRUCTIONS FOR THIS VEHICLE ARE IN THE FRONT SEAT OF CAR.
JOB # 1 TOTAL LABOR & PARTS 0.00
J# 2 39VWZ04 ENTERPRISE RAC TECH(S):7882 INTERNAL
RENTAL DUE TO COMEBACK
JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS.....
CRUISE HAS BEEN FIXED..
HAS CUSTOMER ?

TOTALS-----

GENERAL MOTORS PARTS DESIGNATED WITH AN ASTERISK (*)
INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER
REPAIRS.

STATE OF FLORIDA MOTOR VEHICLE REGISTRATION CERTIFICATE
*****MV-32743*****

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE