

DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) 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		FOR AGENCY USE ONLY 252 Date Received 02-FEB-2000		Od_or _____ Rt_dt _____ od_rt _____ up_ltr _____ Reference No. 856098	
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 JETTA	Vehicle Year 1999	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult. Truck ☐ Motorcycle
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 03273000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB		Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement	
No of Failures	Date(s) of Failure(s) <u>12-DEC-1999</u> Mileage at Failure(s) <u>23600</u> 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
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
CONSUMER HAD TO REPLACE BRAKES EVERY 25 MILES. FRONT DISC ROTORS WORE OUT. WHEN CONSUMER APPLIED BRAKES CAR SHOOK TERRIBLY. *AK					
CONTINUED ON BACK (SEE)					
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.					



U.S. Department
of Transportation
National 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 252

Date Received

FEB 26 AM 9:14
02-FEB-2000

OFFICE

DEFECTS INVESTIGATION

Od_or
rt_dt
od_rt
up_itr

Reference No.

856098

OWNER INFORMATION (Type or Print)

588138

Work Number

Home No.

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 02/16/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <u>3VWSC2M38M052</u>		Vehicle Make <u>VOLKSWAGEN</u>	Vehicle Model <u>JETTA</u>	Vehicle Year <u>1999</u>	Current Odometer Reading <u>24,501</u>
Purchase Date <u>7/95</u>	Dealer's Name <u>Volkswagen Santa Cruz</u>		Engine Size (CID/CC/L) <u>4</u>		☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☐ New ☒ Used	City <u>Santa Cruz</u> State <u>CA</u> Zip Code <u>95076</u>		No Cylinders <u>4</u>		
Transmission Type ☒ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☒ No	Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☒ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☒ Rear ☒ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle
					Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component <u>03273000</u>	Part Name(s) <u>BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB</u>	Location ☒ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures <u>4</u>	Date(s) of Failure(s) <u>12-DEC-1999 6/95 10/99 1/00</u> Mileage at Failure(s) <u>23800</u> Vehicle Speed at Failure(s) <u>All speeds</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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER HAD TO REPLACE BRAKES EVERY 25 MILES. FRONT DISC ROTORS WORE OUT. WHEN CONSUMER APPLIED BRAKES CAR SHOOK TERRIBLY. *AK

Volkswagen refuses to repair
problem anymore

Problems occurs again and again

→
mileage

5K
15K
20K
23K

(See enclosed)

CONTINUE ON BACK IF NEEDED

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February 10, 2000

The mechanical history

I purchased my 1999 Volkswagen Jetta new from Santa Cruz Volkswagen on April 18th 1999. I followed all manufacturer suggested break-in procedures and had the vehicle serviced at all suggested mileages. At approximately 3000 miles I began to notice a slight shake or "shimmy" in the steering wheel when the brakes were applied regardless of speed. The problem worsened until I took the vehicle to Santa Cruz Volkswagen for it's first service (5000 miles). The front right rotor or brake disk was determined to be warped and it required re-surfacing. This service was completed June 21, 1999.

At approximately 14,000 miles the problem slowly began to return. Once again the problem worsened over time and occurred regardless of speed. Being that since the last service four months ago I had moved to Hollister, CA I had the vehicle serviced in nearby Gilroy at Al Sanchez Volkswagen. This time both front rotors were diagnosed as "warped" and had to be replaced. Less than 5000 miles after being replaced the vehicle was back in for service again in Gilroy and the rotors were again replaced.

No more than 2000 miles after the third pair of rotors were replaced, the car began exhibit the same symptoms. Santa Cruz Volkswagen found the rotors again to need resurfacing.

The braking system problems "source" per the service department and Volkswagen

When the vehicle was serviced the first time I was not all that concerned, the service dept. assured me that it was most-likely just a "fluke". With each additional service the idea of the problem being a "fluke" was becoming less and less likely. Come January the brand-new Jetta was in the shop for the fourth time in less than ten months, a pattern was developing that if continued would most-likely have the vehicle back in the shop for the same problem in less than three months. It was apparent to me that the repairs I had been receiving were not correcting the source of the problem, but at best were a "band-aid". I expressed my concerns with the service manager who informed he would have the calipers (a possible cause) inspected. The calipers were not found to have any working problems or defects.

Santa Cruz Volkswagen informed me that in their opinion the brakes were being damaged by excessive use by the operator (also explained to me as "hard driving"). I assured the dealership that was in-fact not the case and that it was impossible in my opinion the brakes were being damaged by "hard driving" simply because the vehicle was never "driven hard". I requested the vehicle be further inspected to diagnose the unknown problem, however my request was denied due to the source of the problem, per the service dept. was "the driver". I appealed with the Volkswagen of America customer relations department on two separate occasions to further inspect the braking system. After reviewing the case, Volkswagen agreed with the dealership's conclusion that the driver was the source of the problem. Furthermore Volkswagen informed me that I should consider myself fortunate because the service completed was out-of warranty and was going to be covered by Volkswagen in "good-faith".

Diagnosis "the vehicle is being driven hard"

The only alternative from the service dept besides me abusing the vehicle was that maybe someone else driving the vehicle was causing the damage, or that the routes being driven were mountainous causing excessive wear to the brakes

The vehicle is operated by myself the vast majority of the time. The one and only other driver is my wife (a hand-full of times since purchasing in April)

I average approximately 2,500 miles per month commuting to and from my place of work and to and from school

My commutes are as follows:

Home to work : A 30 mile trip on a uncongested rural freeway through a valley (the difference in elevations of the two destinations is no more than 100 feet

Home to school: A 70 mile trip on freeways through a valley and along the eastern shoreline of the San Francisco Bay The difference in elevation between the two destinations is negligible This commute is for the most part conducted off peak rush-hour

These commutes account for approximately 95% of the mileage on my vehicle. I'm a Paramedic which also means I drive for a living. I also have a clean DMV record. I sincerely believe I operate the vehicle in a demeanor that is forgiving and appreciative of the machine

My requests:

The well-established pattern indicates the vehicle will be back in the shop within just a few-thousand miles. I was told that the next repair would most-likely not be covered by Volkswagen and would be a minium of \$200 (per the service dept. "probably more") The pattern also indicates I can expect to return for service for the same problem at least fifteen times before I reach 100,000 miles (at a minimum \$200 each time)

THIS IS UNACCEPTABLE

I hope that Volkswagen is able to see that there is a significant mechanical deficiency with a relatively new vehicle that has yet to be addressed, but furthermore the vehicle has a braking system problem, which is safety problem.

My request is as follows: The vehicle at no-charge to myself be examined to determine the source of the problem, and of course the problem then corrected. If the source of the problem could not be determined, I would request the vehicle to be replaced. I will not agree to return the vehicle for service ever 5000 miles to have a "hand-aid" repair, THAT IS UNACCEPTABLE

The source of the problem is the vehicle, not the driver. The condition of the original tires that remain on the vehicle too this day indicate the same. The vehicle is driven conservatively as I intend to operate it for many years and miles come.



Edith Seguel Auer
5001 Lincoln Ave. #206
Chicago, IL 60630-5106

0000-9222(200608)27:5;1-B

INVOICE NUMBER		WVCS52313	
CUSTOMER NUMBER		78063	
YEAR / MAKE / MODEL		MICHELLE SAATCHI 8234	
VEHICLE TO NO.		540	
LABOR RATE		5195	
LICENSURE NO.		5195	
VEHICLE TO NO.		3VWSG2BM3XMO52745	
F. T. F. NO.		3.0. NC	
COLOR		6765	
ATLANTIC BL		6765	
COMMENTS		MO: 5200	
DELIVERY MILES		18	
IN. O. DATE		06/21/99	
RECIPIENT NUMBER		04/16/99	
INVOICE DATE		06/21/99	
DELIVERY DATE		04/16/99	
PRODUCTION DATE			

WARRANTY

5,000 MILE WARRANTY SERVICE
CUSTOMER STATES PERFORM 5,000 MILE SERVICE PER SCHEDULE
PERFORMED 5,000 MILE WARRANTY SERVICE PER VW MENU

IDENTITY

APPENDIX

0.00

WORKING

34 2 22WUZ-09 TECH(S): 9998
BRAKES PULSATION
CUSTOMER STATES WHEN BRAKE'S ARE APPLIED TO STOP'S STEERING
WHEEL SHIMMIES TO STOP'S
CLOCK & DIAGNOSED, RESURFACED RHT. FRT. ROTOR, TO CURE CUSTOMER
R'S COMPLAINT.

22

• • • • •

0-010-0

55

25

*****	TOTAL LABOR.....	0.00
*****	TOTAL PARTS.....	0.00
*****	TOTAL SUBLET.....	0.00
*****	TOTAL G.O.G.....	0.00
*****	TOTAL MISC 346.....	0.00
*****	TOTAL MISC DISC.....	0.00
*****	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$.....	0.00

TO OUR VALUED CUSTOMERS - IF FOR ANY REASON YOUR SERVICE EXPERIENCE HAS BEEN ANYTHING BUT EXCELLENT, WE WANT TO KNOW YOU MAY RETEIVE A SURVEY FROM THE MANUFACTURE TO GRADE OUR DEALERSHIP. PLEASE TAKE THE TIME TO FILL IT OUT AND MAIL IN. THANK YOU HARRY WEIGANDT PARTS AND SERVICE DIRECTOR

CUSTOMER SIGNATURE *****
DUPLICATE INVOICE *****

8316368944

81144

Al Sanchez

Volkswagen
MAZDA

INVOICE

"DRIVE A LITTLE SAVE A LOT"

8800 CHESTNUT ST. * GILROY, CA FAX (408) 842-1451
(408) 842-9371DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 631 ANTHONY CAPARUSSO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	1999	VOLKSWAGEN JETTA	3VWSC29M3XM052745	4FRM023	15644/15646	T3645
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN1999			16:30 27OCT99		0.00 CASH	28OCT1999
R.O. OPENED	READY	OPTIONS:				

10:23 26OCT99	13:59 28OCT99	
LINE	OPCODE	TECH TYPE HOURS
A** CUSTOMER REPORTS OIL LEAK (POSS V/C) - CHECK AND ADVISE		
CAUSE: FOUND VALVE COVER GASKETS LEAKING		
15 ENGINE OIL LEAK		
8 PACK, PHILLIP LIC#: 1365		
WV94 1.00 (N/C)		
1 051-103-483-A GASKET (N/C)		
FC: PART#: COUNT:		
CLAIM TYPE:		
AUTH CODE:		

REPLACED VALVE COVER GASKET

S** CUSTOMER STATES THAT CAR SHAKES WHEN BRAKES ARE APPLIED - CHECK AND ADVISE

CAUSE: FOUND FRONT PADS OK, FOUND FRONT ROTORS WARPED

40 BRAKES INSPECT

8 PACK, PHILLIP LIC#: 1365

WV94 0.70 (N/C)

2 1J0-615-301-P BRAKE DISC (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

REPLACED ROTORS AS NEEDED.

C** CUSTOMER STATES THAT THE R REAR SEAT IS STUCK IN THE DOWN POSITION -

CHECK AND ADVISE

CAUSE: FOUND RIGHT REAR SEAT STUCK IN DOWN POSITION.

80 TRIM INTERIOR

8 PACK, PHILLIP LIC#: 1365

WV94 0.00 (N/C)

CORRECTED REAR SEAT ALIGNMENT, NOW OK.

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
REASON	ADDITIONAL AMOUNT	LABOR AMOUNT	0.00
REASON	REVISED TOTAL	PARTS AMOUNT	0.00
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
REASON	ADDITIONAL AMOUNT	GAS, OIL, LUBE	0.00
REASON	REVISED TOTAL	SUBLET AMOUNT	0.00
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
REASON	ADDITIONAL AMOUNT	MISC. CHARGES	0.00
REASON	REVISED TOTAL	TOTAL CHARGES	0.00
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
REASON	ADDITIONAL AMOUNT	LESS INSURANCE	0.00
REASON	REVISED TOTAL	SALES TAX	0.00
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
REASON	ADDITIONAL AMOUNT	PLEASE PAY THIS AMOUNT	0.00
REASON	REVISED TOTAL		

BAR # AC010036 EPA # CAL 000161309

CUSTOMER COPY

[illegible]
$$J_{\alpha}(\phi) = \int_{\mathbb{R}^n} |\phi(x)|^2 dx$$

WZLZ-FM 93.7

CUSTOMER REPORTS THE BRAKES Wobble THEN BRAVING
CHECK AND ADVISE ROTORS HAVE BEEN REPLACED 2X
CHECK BALANCE OF TIRES CHECKED AND FOUND BRAKE
ROTOR HAVE HOT SPOTS, CLEAN ROTORS AND PADS REMOVED HOT
SPOTS, Wobble IS NOW GONE
INSPECTED CALIPER OPERATION AND FOUND TO BE OPERATING NORMAL
ADVISED CUSTOMER THIS IS A GOOD WILL REPAIR NOT WARRANTY
OVERHEATING BRAKES CAN CAUSE ROTOR WARPAGE

0.06

WILDERNESS

CUSTOMER REPORTS THE RIGHT REAR SEAT
PULL OUT CHECK AND ADVISE
REMOVE SEAT AND REPOSITION TO FREE UP
SEAT BELT

0-01

ESTIMATE NO. _____
CUSTOMER NO. _____
DATE _____
HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$37.50 (+TAX)
FOR THE WORK DESCRIBED ON THE
REVERSE SIDE OF THIS ESTIMATE.
SIGNED: _____
PRINT NAME: _____
PRINT ADDRESS: _____
CITY: _____ STATE: _____ ZIP: _____
TELEPHONE: _____
FAX: _____
E-MAIL: _____
SIGNED: _____
PRINT NAME: _____
PRINT ADDRESS: _____
CITY: _____ STATE: _____ ZIP: _____
TELEPHONE: _____
FAX: _____
E-MAIL: _____

COMMENTS
61B-0031**TOTALS**

THANK YOU FOR PATRONIZING
SANTA CRUZ
NISSAN-DRIDGE, VOLKSWAGEN

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUPPLY	0.00
TOTAL G.D.G.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

TO OUR VALUED CUSTOMERS: IF FOR ANY REASON YOUR SERVICE EXPERIENCE HAS BEEN ANYTHING BUT EXCELLENT, WE WANT TO KNOW YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER TO GRADE OUR DEALERSHIP. PLEASE TAKE THE TIME TO FILL IT OUT AND MAIL IT IN. THANK YOU, HARRY WEIGAND, PARTS AND SERVICE DIRECTOR

CUSTOMER SIGNATURE

DELIVERY DATES	18	STRIKES DEALING NO.	
R. Q. DATE	01/26/00	INVOICE DATE	01/26/00
PERMIT NUMBER	REPRINT # 1	DELIVERY DATE	04/16/99
		PRODUCTION DATE	

MO: 23931

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE]

8316368944

82149

Al Sanchez

Volkswagen
Mazda

INVOICE

"DRIVE A LITTLE SAVE A LOT"

9800 CHILSENUT ST * GILROY, CA FAX (408) 842-1481
(408) 842-8377DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 354 JUAN GALVAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	1999	VOLKSWAGEN JETTA	3VWSC29M3XM052745	4FRM023	20354/20354	T1842
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
01JAN1999			16:30 14DEC99		0.00 CASH	16DEC1999

R.O. OPENED	READY	OPTIONS
07:31 14DEC99	17:13 16DEC99	

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

A CUST STATES WHEN BRAKES APPLIED VEHICLE SHIMMY'S - ROTORS JUST REPLACED - CHECK AND ADVISE

CAUSE: WARRDED
96 ** MISC.

18 KING MIKE LIC#: 3935
WV94 0.95 (N/C)

2 1J0-615-101-P BRAKE D (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

VERIFIED CUST COMPLAINT - FOUND FRONT ROTORS WA PRED - REPLACED BOTH FRONT ROTORS ADVISE CUST TO AVOID HARD BRAKING FOR FIRST 500 MILES FOR BRAKE ROTOR BRAKE IN PERIOD

B CUSTOMER REQUEST 20,000 MILE SERVICE.

CAUSE: AS PER VWA

20000 CUSTOMER REQUEST 20,000 MILE SERVICE.

18 KING MIKE LIC#: 3935

WV94 1.65 (N/C)

1 06A-115-561 OIL FIL (N/C)

1 N-013-849-2 WASHER (N/C)

1 ZVF-000-600 TOP FLU (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

PERFORMED 20,000 MILE SERVICE 4.2 QTS 5-30 WT ENGINE OIL TOPPED OFF

FLUID LEVELS ROTATED TIRES FRONT TO REAR

C CUST STATES VEHICLE LEAKING OIL - CHECK AND ADVISE

CAUSE: NPF

15 ENGINE OIL LEAK

18 KING MIKE LIC#: 3935

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
REASON	ADDITIONAL AMOUNT \$	LABOR AMOUNT	PARTS AMOUNT
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
REASON	ADDITIONAL AMOUNT \$	GAS, OIL, LUBE	SUBLET AMOUNT
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
REASON	ADDITIONAL AMOUNT \$	MISC. CHARGES	TOTAL CHARGES
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
REASON	ADDITIONAL AMOUNT \$	LESS INSURANCE	SALES TAX
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
REASON	ADDITIONAL AMOUNT \$	PLEASE PAY THIS AMOUNT	

Al Sanchez
"DRIVE A LITTLE SAVE A LOT"

Volkswagen
Mazda

BAR # AC010036 EPA # CAL 000181309

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