

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 333

Date Received

25-MAY-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

862559

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) 3VWBB61C6WM000909	Vehicle Make VOLKSWAGEN	Vehicle Model BEETLE	Vehicle Year 1998	Current Odometer Reading
--	-----------------------------------	--------------------------------	-----------------------------	--------------------------

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

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 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>13-JUL-1998</u> Mileage at Failure(s) <u>45000</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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE MALFUNCTION INDICATOR LAMP "MIL" COMES ON ALL THE TIME AND STAYS ON. IT HAS BEEN TO DEALERSHIP SEVEN TIMES. HAVEN'T SOLVED THE PROBLEM.

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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 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 ____/____/____

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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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Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>13-JUL-1998</u> Mileage at Failure(s) <u>45000</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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE MALFUNCTION INDICATOR LAMP "MIL" COMES ON ALL THE TIME AND STAYS ON. IT HAS BEEN TO DEALERSHIP SEVEN TIMES. HAVEN'T SOLVED THE PROBLEM.

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 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) DOT Auto Safety Hotline NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) Home Number: 862559 Work Number: _____ Signature of Owner: _____ Date: 6/15/00		VEHICLE INFORMATION Vehicle Identification No. (VIN): 3VWBB61C6WM000909 Vehicle Make: VOLKSWAGEN Vehicle Model: BEETLE Vehicle Year: 1998 Current Odometer Reading: 45,000 + 1	
VEHICLE INFORMATION Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of a signature and address to the vehicle manufacturer, _____ Date: 6/15/00		VEHICLE INFORMATION Engine Size: _____ (CID/CYL) No. Cylinders: _____ Fuel Injection: ☒ Gas ☐ Diesel ☐ Turbo	
TRANSMISSION TYPE ☒ Automatic ☐ Manual Antilock Brakes ☒ Yes ☐ No		Restraint System ☒ 3-Point Belt ☐ 2-Point Belt ☐ Motorbelt ☒ Driver's Airbag ☐ Passenger's Airbag	
CRUISE CONTROL ☒ Yes ☐ No		DRIVE TRAIN ☒ Front ☐ Rear ☐ 4-Wheel	
VEHICLE TYPE ☒ Car ☐ Van ☐ Minivan ☐ Other ☒ Sport Utv ☐ Truck ☐ Motorcycle		BODY STYLE ☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION Component 12420000 Part Name(s) INTERIOR SYSTEMS; INSTRUMENT PANEL; GAUGE; INDICATOR Location Left ☐ Right ☐ Front ☐ Rear ☐		FAILED PARTS ☒ Original ☐ Replacement	
APPLICATION INCIDENT INFORMATION Date(s) of Failure(s): 13-JUL-1998 Mileage at Failure(s): 45000 Vehicle Speed at Failure(s): _____ Failed Part(s): Available? ☐ Yes ☒ No NHTSA Previously Contacted? ☐ Yes ☒ No		(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)	
CRASH ☐ Yes ☒ No File ☐ Yes ☒ No Number of Persons Injured _____ Number of Failures _____ Estimated Property Damage _____ Reported to Police ☐ Yes ☒ No		NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) THE MALFUNCTION INDICATOR LAMP "MIL" COMES ON ALL THE TIME AND STAYS ON. VEHICLE HAS BEEN TO DEALERSHIP SEVEN TIMES. HE HASN'T SOLVED THE PROBLEM. AK NOTE: 1. 30000 (5/23/00 to 7000 6/5/00) CAA IS WITH VW RSP/DOCKE FOR THE 8th TIME	
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.			

CONTINUE ON BACK IF NEEDED

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)

SEE ENCLOSED REPAIR/WORK ORDERS, ATTACHMENTS
#1, 2 & 3

★ U.S. G.P.O.: 1982 - 622-897 / 80086

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

ATTACHMENT #1

Page 1 of 4

I WON THE VW BEETLE 6/8/98 FOR
12 MONTHS / 10,000 MILES. I THEN BOUGHT
OUT THE VW BEETLE ON 5/27/99

THE VW BEETLE HAD 1200 MILES ON IT
WHEN I RECEIVED IT FOR MY PRIZE.)

ENCLOSED

Page 2 of 4 " RAFFLE WINNER DOCUMENT
Page 3 of 4 VW CONFIRMATION LETTER
Page 4 of 4 COPY OF INSTALLMENT CONTRACT.

KINNEY MOTORS LTD.

A Tradition of Automotive Service for Three Generations



VOLKSWAGEN



SUBARU

MAZDA

76, Route 7 South, RUTLAND, VERMONT 05702
775 • 6900

HASER'S
HASER'S
ENCE PHO
SE ENTER

TYPE 2CR COLOR White TRIM DEMO STOCK NO. 1183 SERIAL NO. 3VWBP61C6WMC00909

ALL DELIVERIES MADE AS SOON AS POSSIBLE. NO EXACT DATE CAN BE PROMISED.

SCHEDULED DEL. DATE

6/8/98

~~FILL OUT THIS SECTION
IF USED VEHICLE IS TRADED IN~~

YEAR 1997
MODEL Passat

BASE DELIVERED PRICE OF VEHICLE

Kinney Rattle Winner

12 Months / 10,000 miles per yr.

FILE TO USED VEHICLE MUST BE SURRENDERED
48 HOURS BEFORE DELIVERY DATE.

FINANCE
IF (IF NONE STATE NONE)
FINANCIAL INC. Lease
33 Waukegan Rd., Deerfield, IL.
60015

☐ L ☐ A & H ☒ NONE

LOCAL SECURITY # 008-54-4170

DATE OF BIRTH 11-14-57

DRIVER'S LICENSE #

SOCIAL SECURITY #

DATE OF BIRTH

DRIVER'S LICENSE #

HASER BY HIS EXECUTION OF THIS ORDER ACKNOWLEDGES
THAT HE HAS READ ITS TERMS AND CONDITIONS
AND HAS RECEIVED A TRUE COPY OF THIS ORDER.

CERTIFIED FUNDS OR CASH REQUIRED FOR BALANCE DUE AT TIME OF DELIVERY

INFORMATION YOU SEE ON THE (FEDERAL
COMMISSION) WINDOW FORM IS PART OF
THE AGREEMENT. INFORMATION ON THE WINDOW
OVERRIDES ANY CONTRARY PROVISIONS IN
THE CONTRACT OF SALE.
PURCHASER WARRANTS THAT HE IS THE TRUE
AND SOLE OWNER OF THE USED CAR TO BE TURNED
OVER ON THIS ORDER, AND THAT THE MOTOR
OF SAID USED CAR NEVER WAS OR AT PRESENT
IS CRACKED OR WELDED, AND IS FREE AND
CLEAR OF ALL LIENS AND ENCUMBRANCES EXCEPT
OTHERWISE NOTED HEREIN. THIS ORDER IS NOT
VALID UNTIL ACCEPTED BY MANAGEMENT.

SALES TAX COMPUTATION

NEW PLATES &
TRANSFER

TOTAL CASH PRICE

TOTAL CASH PRICE \$

TRADE-IN ALLOWANCE

→

FED. LUXURY TAX

NET MONEY DIFFERENCE

DOCUMENTATION FEE

43 00

SALES TAX

ADD \$25.00 TO REGISTER IN NEW YORK STATE

MOTOR VEHICLE FEES

BY CERTIFY THAT I AM EIGHTEEN YEARS OF AGE OR OVER.

SIGNATURE
REGISTRATION

SARIE AS ABOVE

EXTENDED SERVICE CONTRACT \$

PAYOFF (GOOD UNTIL)

TOTAL MONEY DUE

300 00

438 5528 DEPOSIT

CASH ON DELIVERY

AMOUNT TO FINANCE \$

ALL TRADING SUBJECT TO RE-APPRAISAL PRIOR TO NEW VEHICLE DELIVERY

TITLE

Customers will confer a favor if they will indicate the medium which prompted them to buy their car from us.

- ☐ Bought Previous Car from Us ☐ Service Customer ☐ Building Prominence ☐ Recommendation ☐ Bird Dog Form Attached
☐ Newspaper Advertising ☐ Radio or TV ☐ Mail Advertising ☐ Friend or Acquaintance

KINNEY MOTORS LTD.

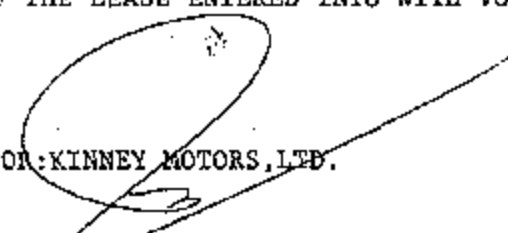
ROUTE 7 SOUTH, P.O. BOX 276, RUTLAND, VERMONT 05702-0276
VW, MAZDA, AUDI (802) 775-6900 SUBARU (802) 775-1590

[REDACTED]

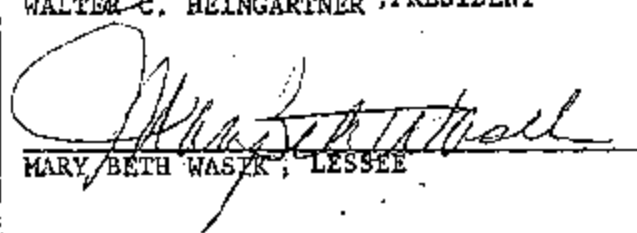
JUNE 8, 1998

THIS WILL CONFIRM TO YOU, THAT AS THE RECIPIENT (WINNING DRAW) OF OUR 1998 BEETLE PROMO WE WILL MAKE ALL MONTHLY PAYMENTS (12 IN TOTAL) FOR THE LEASE OF A 1998 BEETLE BEARING SERIAL #3VWBB61C6WM000909.

OTHER THAN THE ABOVE LEASE PAYMENTS OF \$305.83 PER MONTH, INCLUDING VERMONT SALES TAX AND REGISTRATION FEES THROUGH MAY 31, 1999, WHICH ARE THE RESPONSIBILITY OF KINNEY MOTORS, LTD, YOU SHALL BE RESPONSIBLE FOR ALL OTHER TERMS OF THE LEASE ENTERED INTO WITH VOLKSWAGEN CREDIT, INC (V.C.I.) THIS DATE.


FOR: KINNEY MOTORS, LTD.

WALTER C. HEINGARTNER, PRESIDENT


MARY BETH WASER, LESSEE

A Tradition of Automotive Service for Three Generations



SUBARU 

mazda



MAIL INSTALMENT CONTRACT		BUYER'S (AND CO-BUYER'S) NAME AND ADDRESS Mary Beth Wasik 35 Clarendon Ave West Rutland, VT 05777	CREDITOR (SELLER'S) NAME AND ADDRESS Volkswagen Credit 3800 Hamlin Road Auburn Hills, MI 48326
DATE 05/27/99	ACCOUNT NO.		

designated Creditor (hereinafter called "Creditor"), hereby sells, and the undersigned Buyer (which means Buyer or Buyers and Co-Buyer, jointly and severally, hereinafter called "Buyer" or "Buyers"), having been quoted both a time price and a lower cash price, hereby purchases from Creditor on a time price basis, subject to the terms and conditions set forth hereat, including the reverse hereof, the following property, delivery and acceptance of which in good order hereby acknowledged by Buyer. This contract does not contain a Balloon Payment.

USE OF PROPERTY:

- ☒ PERSONAL
☐ BUSINESS
☐ AGRICULTURE

PROPERTY DESCRIPTION ☐ NEW ☒ USED	YEAR 1998	MAKE Volkswagen	CYL 4	MODEL New Beetle	BODY STYLE 2D	VEHICLE IDENTIFICATION NO. 3VWBB61C6WM000909
INITIAL PERCENTAGE RATE cost of your credit as a yearly	FINANCE CHARGE The dollar amount the credit will cost you		Amount financed The amount of credit provided to you or on your behalf		Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total price of your purchase on credit, including your downpayment.
7.75 %	E\$ 2,870.80		\$ 13,709.00		E\$ 16,579.80	E\$ 16,904.80

Payment Schedule: Your payment schedule will be

NO. OF PAYMENTS	AMOUNT OF EACH PAYMENT	WHEN PAYMENTS ARE DUE (MONTHLY BEGINNING)	NO. OF PAYMENTS	AMOUNT OF EACH PAYMENT	WHEN PAYMENTS ARE DUE (MONTHLY BEGINNING)
	\$ 276.33	06/26/1999		\$	

Prepayment. If you pay off early, there will be no penalty.

Late Charge. If a payment or part thereof is more than 10 days late, you will be charged a late charge equal to 2% of the unpaid amount.

Security Interest. You are giving a security interest in the property being purchased.

Financing Fees \$0.00

This Retail Instalment Contract for any additional information about security interests, non-payment default, any required repayment in full before the scheduled date, prepayment, and refunds.

means an estimate

***PHYSICAL DAMAGE INSURANCE** is required under this contract. You may obtain physical damage insurance from any insurance company that is authorized to do business in the state in which you reside.

YOU MAY CHOOSE THE PERSON THROUGH WHICH THE INSURANCE IS TO BE OBTAINED.

CREDIT LIFE INSURANCE AND ACCIDENT AND HEALTH INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT.

FINANCIALIZATION OF THE AMOUNT FINANCED

Cash Price Vehicle (including accessories, delivery, installation charges, if any) \$ 14,034.00 Sales Tax 0.00 Documentary Preparation Fees 0.00 Cash Price (1a + 1b + 1c) \$ 14,034.00		4. Amounts Paid to Others on Your Behalf a. Paid to Public Officials for Other Taxes \$ 0.00 b. Paid to Insurance Companies for (we may be retaining a portion of this amount) Extended Service Plan \$ 0.00 c. Paid to: Titling Service Company For: Titling & Registration Service Fee \$ 0.00 d. Paid to: Volkswagen Credit For: LSE ACCT #108840388 \$ 0.00 e. Subtotal (4a + 4b + 4c + 4d) \$ 0.00	
Downpayment Cash Downpayment Credits from Acct#108848388 \$ 325.00		5. Amount Financed (C + 4e) \$ 13,709.00	
Unpaid Balance of Cash Price (1d - 2) \$ 13,709.00			

WARNING: THE INSURANCE AFFORDED HEREUNDER DOES NOT COVER LIABILITY FOR INJURY TO PERSONS OR DAMAGE TO PROPERTY OF OTHERS UNLESS SO INDICATED HEREON.

Notice to buyer. Do not sign this contract in blank. You are entitled to 1 true copy of the contract you sign without charge. Keep it to protect your legal rights.

A. CO-BUYER SIGNS	
[Signature]	

THIS CONTRACT is accepted by the Creditor (Seller).		TITLE	
VOLKSWAGEN CREDIT		LEASE CONSULTANT	

Borrower Acknowledges receipt of a completely filled-in copy of this contract.

DEPARTMENT USE ONLY - DO NOT WRITE IN SHADED AREA

☐ 231	☐ 225	☐ 452	OLD #1	TEMP PLATE DATE	490	REG TYPE	INDEX	EXP
☐ 232	☐ 227	☐ 453	NEW #1	IN LIEU PLATE	☐ C or	PLATE TYPE	PLATES ISSUED	Year Month
☐ 233	☐ 455	☐ 463	#2	2 YR Registration	☐ P			
				W/P ☐ LP ☐	AUDIT LINE: 06/17/98 40 06 010 CAAS26.A \$161.84			

1A TRANSACTION TYPE	1B VEHICLE TYPE	1C PLATE TYPE
☒ NEW VT REGISTRATION (NEW PLATES) ☐ TRANSFER VT PLATE NO ☐ RENEWAL VT PLATE NO ☐ WEIGHT CHANGE ONLY ☐ RMP TAX TITLE ONLY	☒ LEASURE CAR (10) ☐ TRUCK/TRUCK TRACTOR (27) ☐ TRAILER (28/29/30) ☐ MOTORCYCLE (18) ☐ MUNICIPAL (15) ☐ RENT/RENTAL (37)	☐ DISABLED ☐ VANITY ☐ FIRE FIGHTER (40) ☐ NAT'L GUARD (41) ☐ AMATEUR RADIO OHM (42) ☐ PEARL HARBOR (44) ☐ CONSERVATION PLATE (48) ☐ OTHER:
☐ ALL TERRAIN (02) ☐ AGRICULTURE (11) ☐ FARM USE ONLY ☐ SPECIAL PURPOSE TRUCK (20) ☐ STATE (22) ☐ ANTIQUE (03) ☐ VOLUNTEER (26) ☐ MOPED (17) ☐ WEIGHT PERMIT (27)		

2 MAKE (a) VW	MODEL (b) BEETLE	MODEL YEAR (c) 98	BODY TYPE (d) 2DR	MILEAGE (NO TENTHS) 1200	COLOUR (e) WHITE
SERIAL NUMBER (f) (g) 3VWBP61C6W000909			NO. OF CYL. (h) 4	VEHICLE'S (CHECK ONE) (i) ☒ NEW ☐ USED	FUEL TYPE (CHECK ONE) (j) ☒ GAS ☐ DIESEL ☐ ELECTRIC ☐ PROPANE ☐ OTHER

3A TRACTOR/TRUCK (Includes pick-ups) AGRICULTURE VEHICLE	3B TRAILER	3C MTC/MOPED	3D BUS/UTV/RENTAL	3E PERSON FILING DIESEL TAX QUARTERLY REPORTS IF OTHER TAX REGISTERED OWNER
EMPTY WEIGHT (a) WEIGHT OF HAZARDOUS # OF AXLES TIRE SIZE	EMPTY WEIGHT (a) LENGTH (b) (c) (d) (e) (f) (g) (h) (i) (j) (k) (l) (m) (n) (o) (p) (q) (r) (s) (t) (u) (v) (w) (x) (y) (z)	# WHEELS (g) ENGINE SIZE (cc)	EMPTY WEIGHT (a) NAME	NAME

4A	4B	4C
VT DRIVER LICENSE NUMBER	IF MORE THAN ONE OWNER MUST INDICATE RIGHTS OF SURVIVORSHIP (CHECK ONE BELOW) ☐ HUSBAND & WIFE ☐ JOINT TENANTS ☐ TENANTS IN COMMON ☐ PARTNERS	VT DRIVER LICENSE NUMBER

OWNER/LESSOR MAILING ADDRESS (STREET, RD. or BOX #) [REDACTED]	CO-OWNER/LESSOR MAILING ADDRESS (STREET, RD. or BOX #) 2333 WAUKEGAN RD., SUITE N-200
---	--

TOWNSHIP DEERFIELD, IL 60015-0329	STATE IL	ZIP CODE (j) 60015-0329
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LEGAL RESIDENCE (TOWN, STATE) [REDACTED]	LEGAL RESIDENCE (TOWN, STATE) [REDACTED]
---	---

DATE OF BIRTH (Mo/Dy/Yr) (h) [REDACTED]	DATE OF BIRTH (Mo/Dy/Yr) (h) [REDACTED]
--	--

NOTICE OF TRANSFER OF OWNERSHIP
DO NOT GIVE THIS REGISTRATION CERTIFICATE TO PURCHASER OF VEHICLE

Ownership of this vehicle has been transferred by me on _____, 19____ to _____ (NAME OF NEW OWNER)

and I further certify that the plate(s) have been removed from the vehicle described above and will be returned to the Department of Motor Vehicles within 5 days of this notice, or I will return only the certificate and my application for transfer of registration within 24 hours to another unregistered motor vehicle of the same type owned by me.

Signature _____ (MUST AGREE WITH NAME SHOWN IN SECTION 4a)

When validated, this certificate will be returned to you and must remain in the vehicle

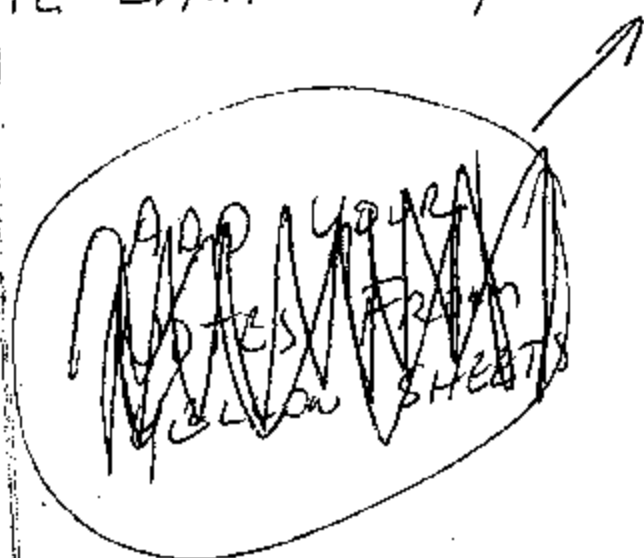
The Department of Motor Vehicles must be notified in writing, in 30 days, of any changes in your mailing address, legal name or legal residence.

When you receive registration plate(s) and/or sticker(s), verify that the expiration month matches the expiration month on this registration certificate, and that the numbers match the plate number on certificate. If these do not match, notify the Department of Motor Vehicles immediately.

When transferring your registration, complete the transfer section of this certificate and attach to a completed application for new vehicle registration. All applications will be returned if not completed properly, or if payment is insufficient. If purchase and use tax credit is being requested, credit will be based on the amount actually received on the certificate above.

ATTACHMENT #2

WORK ORDER # 16009 DATED 10/12/99 WITH
MILEAGE OF 36426 IS THE FIRST COPY ~~OF~~
OF REPAIR FOR WARRENTED DEFECT BUT
I HAD BROUGHT THE CAR IN SEVERAL DIFFERENT
TIMES (STARTING ABOUT END OF JULY 98) FOR THE
MIL LIGHT COMING ON



(^{insert} THAT WAS PROVIDED
TO ME BY
KINNEY MOTORS.

↓
WHEN I WENT TO GET
COPIES OF MY FILE
I WAS TOLD THAT
THEIR WERE NO PHONE
RECORDS KEPT AND I
FOUND NO RECORD OF
THE TIMES I HAD COME
IN WHEN THE LIGHT HAD
GONE ON & OFF AGAIN)

shortly after obtaining my Beetle (VW98)
 around 5,000.00 my yellow engine
 light went on. I called the Dealer
 and told him (trans ^{FAOT TR} service manager
 at the time) the yellow light went on
 and he told me if I wasn't experiencing
 difficulties with it not to worry.
 He said check the gas cap and make
 sure it was on securely (it was)
 I drove it a couple of days like
 he said and eventually it went
 out.

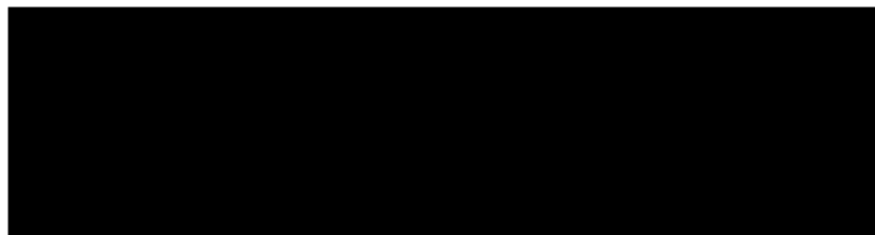
About 11,000.00 it went on again
 and he said to drive it in the
 Shop by the time I drove it
 in after that day the light
 went out again.

About 20,000 it went on again
 I called and told him it was
 on again (John ^{SERVICE MGR. ASSISTANT} ~~then~~ ^{MACKEENA} checked it
 out with the computer. He
 SAID: SEVERAL THINGS COULD

be wrong. I then made another
appointment. At 20,000 miles I
drought ^{the} car into Kinney mts. VW service
Dept with engine light on again.
Jan. John ^{MCKENNA.} put the computer box in
car again & said it read off
several ^{TRouble} signals & made an
appt. with them for the following
2 wks. & after the 1st wk it was
checked the light went out. I
then proceeded to call Hans ^{DEAD}
and he again told me not
to worry and the car was
safe to drive.

As I write this letter 6-4-00
my car is back in Kinney
Mts ^(FOR THE 8TH TIME - 60 DAYS) with the light on. They
don't know what ^{to} do about it.
Again for the past week its
~~been~~ been with them and a

Volkswagen Rep is test driving
it. I'm not sure where my
car is at this point -



6/4/20

P.S. I ~~suppose~~ Spoke to
Marty Stavis on Mon-6/5- He said
they put 110 miles on car over the
weekend. & won't consider giving car
back till they put another 150 miles
on car.

ATTACHMENT #3

PLEASE NOTE THAT SINCE 7/98 WHEN THIS MIL KEPT COMING ON THEN GOING OFF THE VW PEOPLE KEPT TELLING ME IT WAS SAFE & OK TO DRIVE THE CAR.

- IT HAD BEEN ^{10 TO DEALER} SEVERAL TIMES (PRIOR TO 12/99) & THE SERVICE PEOPLE CHECKED THE "OBD" & GOT PROBLEM READOUTS - BUT NOW THEY SAY THEY HAVE NO PGEOME RECORDS OR DOCUMENTS ABOUT THIS IN MY FILE ASK JOHN _____ OR HANS _____ FROM SERVICE ABOUT THIS, ALSO MY BOSS AT WORK CAN VERIFY I'VE HAD PROBLEMS WITH THIS ~~WAY~~ BEFORE 12/99). IT WASN'T TILL A FRIEND OF MINE READ MY MANUAL & SHOWED ME THE WARNINGS IN MANUAL & THAT MY WARRANTY FOR THIS PROBLEM.

WAS 842/80,000 MI, THAT I REALIZED THAT
VW PEOPLE WERE NOT HONEST WITH ME
& THAT IT IS NOT SAFE TO DRIVE THE
CAR WITH THE MIL ON - BECAUSE
THEY DON'T KNOW WHAT MIGHT HAPPEN
(OR REFUSE TO TELL ME)

— YET TO THIS DAY 5/30/95 NO ONE AT
EITHER VOLKSWAGON OFFICE OR KINKY MTR
WILL TELL ME THE FACTS ABOUT THE
SAFETY OF DRIVING MY CAR -

THEY (VW) HAVE MY CAR AGAIN

AS OF 5/30/00 → TODAY 6/5/00

(LITE WENT ~~OFF~~ ON 5/23/00

— 1 DAY AFTER 7TH REPAIR - BUT VW
DIDN'T TAKE IT IN TILL 5/30/00)

ATTACHMENT #3

FEDERAL EMISSIONS WARRANTIES

Warranty

AP Canister and Valves
 Mass Air Flow Sensor Assembly
 Three-Way Catalytic Converter
 Engine Electronic Control Module and
 Fuel Supply Relay
 Electronic Feedback Controls,
 Sensors, Switches and Valves
 Engine Speed Sensor
 Exhaust Gas Recirculation System and
 Temperature Stabilizer
 Exhaust Manifold and Gaskets
 Exhaust Pipe Up to Catalytic Converter
 Air Filter Neck Restrictor
 Air Filter Cap and Gasket
 Fuel Injectors, Fuel Injector Lines and
 Fuel Pressure Regulator
 Fuel Tank
 Emission Control Module
 Exhaust Purge Solenoid/Valve
 Exhaust Relief Valve

- Gravity Check Valve
- Knock Sensor
- Oxygen Sensor
- PCV Valve
- Oil Filler Cap
- Turbocharger and Wastegate
- Secondary Air Injection Pump and Associated Controls
- Diesel Fuel Injection Pump and Associated Controls
- Glow Plugs
- Charge Air Cooler
- OBD System
- Malfunction Indicator Light (MIL)
- MIL Bulb
- OBD Data Link Connector
- Emission Related Hoses, Gaskets, Clamps and other Accessories Used on the Above Components

The obligation of Volkswagen under this warranty is limited, however, to the following: If within this period a defect in material or workmanship causes the vehicle to fail to conform with EPA regulations and the vehicle is brought to the workshop of any authorized Volkswagen dealer in the continental United States, Alaska, Hawaii or Canada, the dealer will make repairs as may be required by these regulations free of charge.

For 8 Years or 80,000 Miles

If the vehicle has been in use for more than 24 months or 24,000 miles, but less than 8 years or 80,000 miles, whichever occurs first, your Volkswagen dealer will remedy free of charge only failures of the following major emission control components:

Catalytic Converter

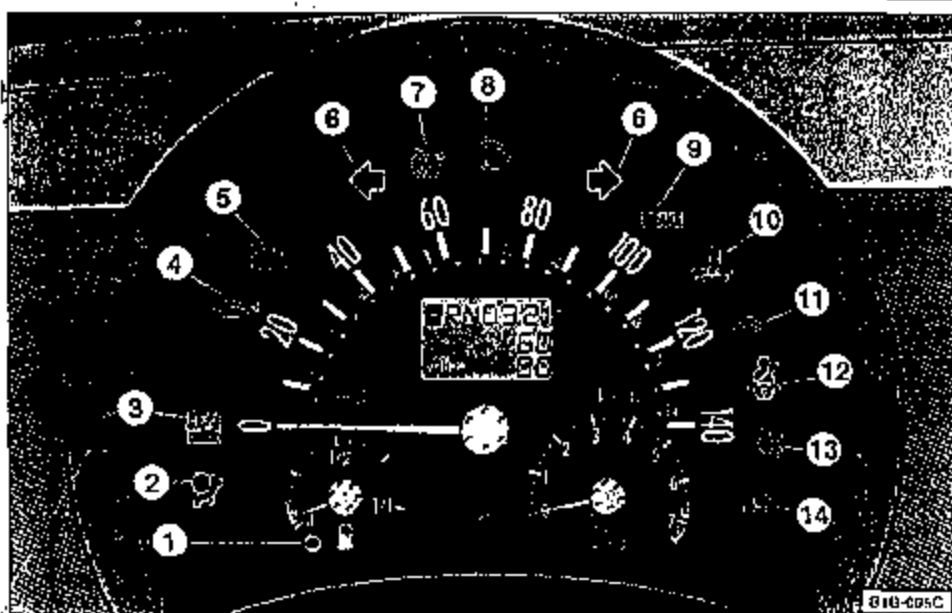
Engine Electronic Control Module

On Board Emissions Diagnostic Device

MIL Bulb

THIS IS FROM PAGE 15
 OF V.W. (WARRANTY)
 BOOKLET 1.2

ATTACHMENT #3



3 - Malfunction Indicator Lamp (MIL)*

CHECK

The Malfunction Indicator Lamp is part of the On-Board diagnostic system (OBD II) for the engine.

The light comes on when the ignition is switched on and will go out after the engine is started and the idle has stabilized. This is to assure you that the Malfunction Indicator Lamp is functioning properly.

If the light does not go out after the engine is started, or if it should come on while you are driving, this indicates that there is a malfunction in the engine system. If the light should start blinking, the catalytic converter could be damaged.

Continue driving with **reduced power** and have the malfunction corrected immediately by an authorized VOLKSWAGEN dealer or a qualified workshop.

The On-Board Diagnostic System in your vehicle monitors the various components of your Emission Control. Each monitored component in your engine system has been coded. In case of a malfunction the respective component will be identified and the malfunction stored in the control module's memory.

On-Board Diagnostic System (OBD II)

The stored data can only be displayed by using special testing equipment (generic scan tool for OBD II) to assure an accurate diagnosis.

A socket to connect the special testing equipment is located behind a protective cover (the symbol of the malfunction indicator lamp is printed on it) below the light switch.

To connect the special testing equipment, push the plug into the socket. Your authorized VOLKSWAGEN dealer or qualified workshop will make the necessary adjustments.

4 - Engine oil pressure

This light comes on as a functional check of the ignition.

If the warning light comes out or flashes (above 2000 rpm) beeps will sound. They indicate that the oil level is too low. Stop the engine, check the engine oil level, and add oil if necessary.

If engine oil level continues to drop, the engine could be damaged. Turn the engine off and check the oil level.

The oil pressure indicator for low engine oil level. Check the oil level with the dipstick - see "Engine Oil". Make it a habit to check the oil level regularly.

Always keep the oil level checked with the dipstick.

THIS IS PAGE 12 OF VW BOOKLET 3.1

Please read this important information before reading your booklet.

WARNINGS



WARNINGS

concern safety and are highlighted like this throughout this manual.

Texts printed in bold type refer to possible damage to your vehicle, or to other important information.

Vehicle Equipment



Please note that items marked with an asterisk may be standard on certain models, optional on others or not available on your model.

Table of Contents

On the following page, you will find the Table of Contents which describes all the features of your vehicle in the order they appear in this manual.

Engine
Dimen
Weigh
Capaci
Vehicle

4385528

10619

KINNEY

WARRANTY

281 S. Main St. P.O. Box 275
 RUTLAND, VERMONT 05702-0275
 (802) 775-0903 Telephone
 (802) 775-8233 Fax
 www.autos@kinneymotors.com

PAGE: 1

SERVICE ADVISOR: 4 JOHN MCKENNA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	98	VOLKSWAGEN BEETLE	2VWBE61C6WM000909		5029/5030	T1249
MODEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
08JUN98			12:00 13JUL98		47.00	CASH
R.O. OPENED		READY				INV. DATE
						13JUL98

08:42 13JUL98 12:28 13J

LSE OPCODE TECH TYPE HC

A 5,000 MILE SERVICE

CAUSE: WASIK - SVC

0305581 5,000 MILE!

15 VWV

1 034-115-561-A

1 N-013-849-2 W

5 ZVP-000-800 E

1 ZVP-000-800 F

FC: 0305110001

PART#:

COUNT:

CLAIM TYPE: FM

AUTH CODE:

BY EX RECALL

CAUSE: WASIK - EX

RCBX12 EX RECALL

15 VWV 0.70

1 130-971-446-B HOLDER

1 130-971-446-C HOLDER

FC: BX12 PART#: COUNT:

42

58 TPARTS

CLAIM TYPE: RC

AUTH CODE:

749

3150 TLABOR

BY RECALL

CAUSE: WASIK - BY

RCBY13 BY RECALL

15 VWV 0.85

FC: BY13 PART#: COUNT:

0

0 TPARTS

CLAIM TYPE: RC

AUTH CODE:

910

3825 TLABOR

BZ RECALL

CAUSE: WASIK - BZ

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 FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. 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.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

HAZARDOUS WASTE

TOTAL CHARGES

DEDUCTIBLE

SALES TAX

PLEASE PAY THIS AMOUNT

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

4385528

ATTACHMENT
 (A) See 16009 #2

KINNEY

INVOICE

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 (802) 775-8233 Fax
 www.autos@kinneymotors.com

PAGE 1

SERVICE ADVISOR: 1 HANS PFADT

COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN/ OUT		TAG	
WHITE		1998		VOLKSWAGEN BEETLE		3VWBB61C6WM000909				36426/36431		15644	
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT	
JUN1998						17:00 10DEC99				49.00		CASH	
R.O. OPENED		READY		OPTIONS:		DLR:401312							

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

CUST STATES CHECK ENGINE LIGHT ON

CAUSE: WASIK REPAIR GROUND CONNECTIONS

2400711 REPAIR MANUAL UT DIAGNOSIS PROCEDURE-VAG

1551 (POOR IDLE)

15 VWV 0.20

(N/C)

247071A TEST ECM AND WIRING

15 VWV 0.80

(N/C)

FC: 2470400001

PART#:

COUNT:

CLAIM TYPE: W2

AUTH CODE:

7 TIMES IN SINCE 12/95

***** 4 TIMES WITHIN 1 DAY

5 " 3/15 - 4/15 (2 DAYS)

6 " 4/20 - 5/3 (14 DAYS)

7 " 5/15 - 5/22 (8)
5/14 (9)

44 DAYS + 4

8 TIME STILL IN 5/30 - 6/6/00 (TOO LONG)

1.1999 *****

TION REGULATIONS

IG ON 1996 AND NEWER

FOR FOR MORE DETAILS.

ON BEHALF OF SERVISING 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 FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT. NOTIFICATION AT THE SERVISING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. 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.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SALES OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SERVICE DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

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15098

KINNEY

INVOICE

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 www.autos@kinneymotors.com

PAGE 1

SERVICE ADVISOR: 5 JENNIFER GRACE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	1995	VOLKSWAGEN BEETLE	3VWBB61C6WM000909		37064/37079	16728

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18 JUN 1998			15:00 22 DEC 99		49.00	CASH	22 DEC 1999

R.O. OPENED	READY	OPTIONS
7:53 22 DEC 99	12:14 22 DEC 99	DLR:401312

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

CUSTOMER STATES THAT MIL CAME ON AGAIN WHILE DRIVING.

MIL CUST STATES CHECK ENGINE LIGHT ON

15 CVW 0.75 36.75 36.75

ELEC ELECTRICAL REPAIR

15 CVW 0.60 29.40 29.40

OTHER SEE STORY

15 CVW 0.65 31.85 31.85

CHECKED CODES, FOUND 4 CODES, RAN TEST ON INDIVIDUAL CODES (PASSING TESTS) MUST CLEAN GROUNDS ON BATTERY AND CLEAN GROUNDS IN ENTIRE ENGINE COMPARTMENT (UNDERNEATH THE BATTERY TRAY REMOVED BATTERY AND TRAY, CLEANED ALL GROUNDS (50 FEET OF GROUND), REASSEMBLED ALL WIRING AND BATTERY, RE-STORED RADIO CODE, RECHECKED ALL AGAIN (ALL PASSED), CAR IS NOW OPERATING AS DESIGNED.

CUST STATES: PLEASE CHECK TRANSMISSION FLUID AND LEVEL

OTHER SEE STORY

15 CVW 0.00 0.00 0.00

FLUID FULL AND FINE

CUSTOMER PAY ENVIRONMENTAL/RECYCLING COST FOR REPAIR ORDER 5.88

*****EFFECTIVE JULY 1, 1999 *****

NEW VERMONT STATE INSPECTION REGULATIONS

REQUIRE EMISSIONS TESTING ON 1996 AND NEWER

VEHICLES.

PLEASE SEE SERVICE ADVISOR FOR MORE DETAILS.

PAID

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STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTALS
LABOR AMOUNT	98.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE	5.88
TOTAL CHARGES	103.88
DEDUCTIBLE	0.00
SALES TAX	0.00

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

$(16371) - 2 \text{ ③}$

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RUTLAND, VERMONT 05702-0276
1802) 775-6900 Telephone
1802) 775-8233 Fax
www.autos@kinneymotors.com

SERVICE ADVISOR: 1 HANS PEADT

PR.O. OPENED	READY	OPTIONS: DLR:401312
16:50 24JAN00	16:50 24JAN00	

LEAKED ALL CONNECTIONS, CONTACTED TECH LINE, INFORMED TO INSTALL A NEW
FILLER CAP, INSTALLED NEW CAP, CLEARED CODES AND RE-ROAD TESTED,
VTS NOT OPERATING AS DESIGNED.

SKI BRAKE INSPECTION

15 CVW 0.25

12.25 12.25

PERFORMED FOUR WHEEL BRAKE CHECK, FRONT BRAKES ARE APPROX 50% WORN AND REAR BRAKES ARE APPROX 60% WORN. BRAKES ARE ALL O.K. AT THIS TIME.

LUBE. OIL & FILTER SERVICE

LOF LUBE, OIL & FILTER SERVICE

75. (C) 0.40

12.00 12.00

1 034-115-561-A CIL FIL

7.85 7.85 7.85

5 10W30 10W30 BULK CUAKER STATE OIL

2.10 2.10 0.50

1 N-013-849-2 WASHER

0.34 0.34 0.34

.....

COURTESY EXTERIOR WASH

CW COURTESY EXTERIOR WASH

5	$C_{V,2}$	0.09
---	-----------	------

0.00 0.05

 CUSTOMER PAY ENVIRONMENTAL/RECYCLING COST FOR REPAIR ORDER

275

*****EFFECTIVE JULY 1, 1999*****

NEW VERMONT STATE INSPECTION REGULATIONS
REQUIRE EMISSIONS TESTING ON 1996 AND NEWER
VEHICLES.

PLEASE SEE SERVICE ADVISOR FOR MORE DETAILS.

[illegible]

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	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. 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/items.		LABOR AMOUNT	62.50	
			PARTS AMOUNT	29.16	
			GAS, OIL, LUBE	0.00	
			SUBLET AMOUNT	0.00	
			HAZARDOUS WASTE	3.75	
			TOTAL CHARGES	95.41	
			DEDUCTIBLE	38.99	
			SALES TAX	1.45	
DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	57.88		

4385528

16676

KINNEY

INVOICE

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 (802) 775-6900 Telephone
 (802) 775-8233 Fax
 www.bulas@kinneymotors.com

VOIDED INVOICE
 PAGE 1

SERVICE ADVISOR: 5 JENNIFER GRACE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	98	VOLKSWAGEN BEETLE	3VWBB51C6WM000909		40790/	T7295	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06 JUN 1998			17:00 29 FEB 00		52.00	CASH	29 FEB 2000
R.O. OPENED		READY	OPTIONS: DLR:401312				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1							
1							
1							

LINE OF CODE TECH TYPE HOURS

MIL CUST STATES CHECK ENGINE LIGHT ON

MIL CUST STATES CHECK ENGINE LIGHT ON

*****EFFECTIVE JULY 1, 1999*****

NEW VERMONT STATE INSPECTION REGULATIONS

REQUIRE EMISSIONS TESTING ON 1996 AND NEWER
 VEHICLES.

PLEASE SEE SERVICE ADVISOR FOR MORE DETAILS.

LIT WENT OUT JUST
 LIKE BEFORE (DEALER STATES
 NO RECORDS / PHONE / WO FOR
 PRIOR VISITS / CALLS ??
 SA ATTACHMENT

ON BEHALF OF SERVING 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 FROM THE APPEARANCE OF THE
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
 NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY
 MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
 of the warranties with respect to
 the sale of this merchandise. 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
 merchandise.

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

4385528

16838

KINNEY

WARRANTY

P.O. Box 276
 RUTLAND, VERMONT 05701-0276
 (802) 775-8800 Teleguide
 WWW.KINNEY.COM

DUPLICATE
 PAGE

SERVICE ADVISOR: J. JENNIFER JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN	OUT	IN
WHITE	98	VOLKSWAGEN BEETLE	3VWBB61C6WM000909		42931	42937	17645
DEL DATE	PROD. DATE	WAHR. EXP.	PROMISED	FC NO.	RATE	PAYMENT	INV. DATE
08JUN1998			17:00 05APR00		52.00	CASH	05APR2000

B.O. OPENED	READY	OPTIONS: DLR:401312
09:36 15MAR00	13:50 05APR00	
LINE	OPCODE	TECH TYPE HOURS
		LIST NET TOTAL

CUST STATES CHECK ENGINE LIGHT ON
 CAUSE: BAD GROUND WASIK

2400710 REPAIR MANUAL 01 DIAGNOSIS PROCEDURE -
 VAG 1551

15 VWV 1.25

1 06A-906-016-AB CONTRL.

1 NPN-WWS WASHER SOLVENT

247040 REPLACE ECM

15 VWV 0.70

FC: 2470400001

PART#:

COUNT:

CLAIM TYPE: W2

AUTH CODE:

66078 50510 TPARTS

2087 9165 TLABOR

SUB1 ENTERPRISE RENTAL 3-DAYS

VWV

75.00 75.00

G* REFUND LINE

CAUSE: 2470400001 WASIK

247051A REPAIR GROUNDS TO ECM

15 VWV 1.00

FC: 247051A PART#: COUNT:

0

0 TPARTS

CLAIM TYPE: W5.

AUTH CODE:

1070 10388 TLABOR

SUB1 ENTERPRISE RENTAL CAR

VWV

75.00 75.00

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STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTAL
LARGE AMOUNT	
PARTS AMOUNT	
LABOR	
TOTAL CHARGES	
DEDUCTIBLE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

4385528

16838

KINNEY

INVOICE

DUPLICATE 1
PAGE 1

P.O. Box 276

RUTLAND, VERMONT 05702-0276

1802 775-6800 Telephone

1802 775-6203 Fax

www.kinney.com

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	DATE	PAYMENT	INV DATE
WHITE	98	VOLKSWAGEN BEETLE	3VWBB61C6WM000909		42951	42951	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
05JUN1998			17:00 03APR00		52.00	CASH	05APR2000

R.O. OPENED READY OPTIONS: DIR:401312

09:05 15MAR00 02:50 05APR00

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES CHECK ENGINE LIGHT ON

CAUSE: BAD GROUND WASIK

2400710 REPAIR MANUAL 01 DIAGNOSIS PROCEDURE -

VAG 1551

15 VWV 1.25

(N/C)

1 05A-906-018 AS CONTRL.

(N/C)

1 NFN-WWS WASHER SOLVENT

(N/C)

247040 REPLACE ECM

15 VWV 0.70

(N/C)

FC: 247140001

PART#:

COUNT:

CLAIM TYPE: W2

AUTH CODE:

SUBL ENTERPRISE RENTAL 3 DAYS

VWV

(N/C)

COURTESY EXTERIOR WASH

CW COURTESY EXTERIOR WASH

5 CVM 0.00

0.00

0.00

LUBE, OIL & FILTER SERVICE

LOF LUBE, OIL & FILTER SERVICE

15 CVM 0.40

12.00

12.00

1 034-115-561-A OIL FIL

PAID

7.07

7.07

1 N-015-649-2 WASHER

0.48

0.48

0.48

5 01219 DS 12W30

2.10

2.10

20.50

INSTALL CD CHANGER

ACC INSTALLED CD CHANGER

15 CVM 1.50

78.00

78.00

1 106-035-111 CD CHAN

303.85

303.85

303.85

1 106-098-201 BEET KI

33.60

33.60

33.60

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 FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 90 DAY FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of the item(s). 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(s).

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZARDOUS WASTE	
TOTAL CHARGES	
DEDUCTIBLE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER'S SIGNATURE

EA

4385528

G

17225

6

KINNEY

P.O. Box 276

ROUTLAND, VERMONT 05702-0276

(802) 775-6900 Telephone

(802) 775 8233 Fax

www.at.fos@kinneymotors.com

INVOICE

PAGE 1

SERVICE ADVISOR: S JENNIFER GRACE

COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG			
WHITE		98		VOLKSWAGEN BEETLE		3VWB361C6WM000909		[REDACTED]		44427/44429		T7846			
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE	
18 JUN 1998						15:00 03MAY00				52.00		CASH		03MAY2000	
R.O. OPENED				READY				OPTIONS: DLR:401312							

8:51 20 APR 00 08:54 03 MAY 00

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

CUST STATES: THERE IS A VIBRATION IN THE LEFT FRONT WHEEL AND THE CAR IS PULLING (ADVISE)

CAUSE: WHEEL BEARING WASIK

4057110 REMOVE AND INSTALL INNER WHEEL BEARING AND/OR HUB - ONE

4 VWV 1.40

1 1J0-498-625 BEARING

(N/C)

(N/C)

FC: 405720032

PART#: 1J0-498-625

COUNT:

CLAIM TYPE: W5

AUTH CODE:

UBI ENTERPRISE RENTAL 14 DAYS

WVW

(N/C)

COURTESY EXTERIOR WASH

CW COURTESY EXTERIOR WASH

5 CWV 0.00

0.00

0.00

CUST STATES: CHECK ENGINE LIGHT ON

CAUSE: MIL LIGHT WASIK

240C710 REPAIR MANUAL 81 DIAGNOSIS PROCEDURE -

VAG 155

4 VWV 1.25

(N/C)

1 06A-115-611-C DEPSTIC

(N/C)

1 06A-906-262-Q O2 SENS

(N/C)

1 077-133-517 C VALVE

(N/C)

2469210 REPLACE FRONT HEATED OXYGEN SENSOR

4 VWV 0.45

(N/C)

202451A INSTALL PURGE VALVE SOLENOID

4 VWV 0.50

(N/C)

FC: 246940BC02

PART#: 06A-906-262-Q

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZARDOUS WASTE	
TOTAL CHARGES	
DEDUCTIBLE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

4385528

17476

KINNEY

INVOICE

P.O. Box 276
 RUTLAND, VERMONT 05702-0276
 (802) 775-6900 Telephone
 (802) 775-8233 Fax
 www.autos@kinneymotors.com

DUPLICATE 3
 PAGE 1

SERVICE ADVISOR: 18 JOSH STARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	98	VOLKSWAGEN BEETLE	3VW3B61C6WM000909		45162/45167	T8093	
DEL DATE	PROP. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN1998			17:00 15MAY00		52.00	CASH	19MAY2000
R.O. OPENED		READY	OPTIONS: DLR:401312				
05:01 15MAY00		16:58 19MAY00	22 MAY 00 / 18:52:00				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A VSI STICKER #

VSI96 VSI STICKER #00-205675

19 CVW 0.60

24.95 24.95

B. CUST STATES CHECK ENGINE LIGHT ON
 CAUSE: MIL LIGHT WASH

2025210 REPLACE EVAPORATIVE EMISSIONS CANISTER

10 VWV 0.75

1 1CC-201-797-F CARB CO

2 N-100-572-G1 CLIP

3 8EO-919-133-E WASHER

1 NPN-CLAMP MISC CLAMPS

2010210 REPLACE FUEL TANK

10 VWV 2.50

2017220 REPLACE VENT SYSTEM HOSES

10 VWV 0.60

2019210 REPLACE GRAVITY CHECK VALVE

10 VWV 0.60

2048710 LASK DIAGNOSIS PUMP CHECKING

10 VWV 0.40

2058110 REMOVE AND INSTALL FUEL ACCUMULATOR

10 VWV 0.45

2400710 REPAIR MANUAL 01 DIAGNOSIS PROCEDURE -

VAG 1551

10 VWV 1.25

2015210 REPLACE FUEL GAUGE SENDER UNIT(S)

10 VWV 0.90

202571A REMOVING AND REINSTALLING ENTIRE FUEL SYSTEM

10 VWV 5.45

FC: 2025503DP2

PART#: 1CC-201-797-F

COUNT:

CLAIM TYPE: W5

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 FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBJECT AMOUNT	
HAZARDOUS WASTE	
TOTAL CHARGES	
DEDUCTIBLE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CONSUMER'S REPAIR HISTORY SUMMARY FOR CLAIMED CONDITION(S) ONLY
(for a 3-times-out claim)

1013

Please complete and submit with Demand and supporting documentation to:
New MV Arbitration Board, 118 State Street, Drawer 20, Montpelier, VT 05620-4601 AND to
manufacturer.

<u>Repair Date:</u>	<u>Repair Order #:</u>	<u>Miles:</u>
<u>Condition(s) Presented for:</u> 1. DON'T HAVE COPIES OF PHONE		
2. RECORDS & DOCUMENTS ABOUT		
3. THE TIMES I CALLED OR CAME		
<u>Action(s):</u>	1. IN FOR THIS EXISTING PROBLEM	
	2. PRIOR TO 1ST COPY OF WO 16009	
	3. DATED 12/10/99	

<u>Repair Date:</u>	<u>Repair Order #:</u>	<u>Miles:</u>
<u>Condition(s) Presented for:</u> 1. 36426		
MIL (ENGINE LIGHT)	2. WO # 16009	36426 MI
IS ON	3.	

<u>Action(s):</u>	1.
IDLE & WIRING	2.
WORKED ON	3.

<u>Repair Date:</u>	<u>Repair Order #:</u>	<u>Miles:</u>
<u>Condition(s) Presented for:</u> 1. WO # 16098		
MIL ON	2.	37064 MI
REPA	3.	

<u>Action(s):</u>	1.
REPAIR ELEC	2.
	3.
NOTE: See WO # 10619	
VOLKSWAGON (& KINNY) REFUSED	
TO TELL ME WHAT THESE 3	
RECALLS WERE - BOT OVER ...	
IT WAS ABOUT TIME DOING STUFF	

CONSUMER'S REPAIR HISTORY SUMMARY FOR CLAIMED CONDITION(S) ONLY
(for a 3-times-out claim)

Please complete and submit with Demand and supporting documentation to:
New MV Arbitration Board, 118 State Street, Drawer 20, Montpelier, VT 05620-4601 **AND** to
manufacturer.

Page 3

<u>Repair Date:</u>	<u>Repair Order #:</u>	<u>Miles:</u>
4/20/00 → 5/3/00	WO # 17225	44 427 MI
<u>Condition(s) Presented for:</u>	1. MIL ON	
	2.	
	3. VW HAD CAR FOR 14 DAYS	
<u>Action(s):</u>	1. — \$ PROBLEM STILL NOT	
?	2. FIXED	
	3.	

<u>Repair Date:</u>	<u>Repair Order #:</u>	<u>Miles:</u>
5/15/00 → 5/22/00	WO # 17476	45162 MI
<u>Condition(s) Presented for:</u>	1. MIL ON	
	2.	
	3. VW HAD CAR 7 DAYS —	
<u>Action(s):</u>	1. VERIFY DATES WITH ENTERPRISE	
	2. RENTAL —	
	3.	

<u>Repair Date:</u>	<u>Repair Order #:</u>	<u>Miles:</u>
<u>Condition(s) Presented for:</u>	1. AT PRESENT MIL LIGHT	
	2. CAME BACK ON 5/23/00	
	3.	
<u>Action(s):</u>	1. 1 DAY AFTER MOST RECENT	
	2. REPAIR — ? VW REP HAS CAR	
	3. AS OF TODAY	
	6/5/00	

[Signature]

OVER ...

DEMAND FOR ARBITRATION

Pursuant to 9 V.S.A. §§ 4170-4181

Vermont New Motor Vehicle Arbitration Board118 State Street
Montpelier, Vermont 05602
802-828-2669**BOARD USE ONLY**

DATE REC'D:

PLEASE PRINT LEGIBLY OR TYPE.

	MANUFACTURER — NAME	VOLKSWAGEN CREDIT		
	ZONE OFFICE MAILING ADDRESS	1401 Franklin BLVD		
	CITY OR TOWN	STATE	ZIP CODE	
	LIBERTYVILLE, IL.		60048	
	DEALERSHIP NAME	KIDNEY MOTRS. BUTLAND 0501		

SECTION 2	VEHICLE DESCRIPTION & INFORMATION			
	YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER (VIN)
	1998	VOLKSWAGON	BEETLE	3VWBB61C6WM000909
	PURCHASE PRICE (w/o financing/fees)	SEE ATTACH #1	PURCHASE/LEASE DATE	LIENHOLDER/LESSOR NAME & LESSOR'S ASSIGNEE (TITLEHOLDER'S) MAILING ADDRESS:
	\$14,034 #1	5/27/99	VOLKSWAGON CREDIT	3800 HAMMO RD, AUBURN HILLS, MI 48326
	ODOMETER READING AT 1st REPAIR FOR WARRANTED DEFECT OR 1st DAY OUT OF SERVICE FOR A 30-DAY CLAIM	SEE ATTACHMENT #2	TRUCK GROSS VEHICLE WEIGHT (noted on label inside driver's door)	EXPRESS WARRANTY (extended warranty not applicable)
				96 MONTHS 20,000 MILES

SECTION 3	I hereby demand a hearing and a ☐ Refund or ☒ Replacement Vehicle because I assert the vehicle does not conform to the manufacturer's express warranty. It has the following defect(s) as of the date of filing OR vehicle has been out of service 30 days for:	
	THE MALFUNCTION INDICATOR LAMP / ON-BOARD DIAGNOSTIC SYSTEM HAS NOT WORKED SINCE ABOUT A MONTH AFTER I GOT THE CAR & CAR HAS BEEN SHOP OVER 50 DAYS	

SECTION 4	☒ The dealer has attempted to repair the defect(s) on these dates:	OVER 7 TIMES	CHOOSE ← ONE → ONLY	☒ The vehicle has been out of service for repair of the warranted defects for 30 or more calendar days.
	(Submit copies of all repair orders for the warranted defect(s).)	1st 7/98/13		Submit copies of repair orders with a chronology of days out when vehicle was at dealer's for major portion of each day.
		2nd 10/12/99		
		3rd 12/2/99		

SECTION 5	The defect(s) substantially impair the vehicle's ☒ Use, ☒ Market Value and/or ☒ Safety because:	
	THIS CAR CANNOT BE VERIFIED AS SAFE, MIL IS ALWAYS ON. SEE PAGE 12 OF VW MANUAL (ATTACHMENT #3)	

SECTION 6	OPTIONAL I hereby request the Vermont New Motor Vehicle Arbitration Board to issue a subpoena to me for service on persons listed at right. Jurisdiction is in Vermont only. I agree to pay reasonable expenses incurred by persons appearing under subpoena. (Should only be used when the testimony of a witness is necessary to the Demand).	1. NAME	HAUS PEADT - John McKenna
		DAYTIME ADDRESS	483-2300 CITY/TOWN
		2. NAME	John DEMPSEY - 747-9951
		DAYTIME ADDRESS	CITY/TOWN

SECTION 7	I further request manufacturer and/or dealer furnish legible copies of the following documents to me and the Board UPON RECEIPT OF THIS DEMAND:	
	PHONE CONVERSATIONS WITH VOLKSWAGON & KIDNEY MOTORS & RECORDS OR MY ATTEMPTS TO HAVE CAR FIXED FROM 7/98 to 10/12/99 (WO# 16009)	

I certify I have mailed a copy of this Demand to the MANUFACTURER on 1/1/00 and in doing so hereby elect to proceed under the Vermont New Motor Vehicle Arbitration Board's dispute resolution mechanism. I further certify I have not discontinued any payments due on the vehicle.

SIGNATURE OF CONSUMER:

DATE

CONSUMER: Enclose a copy of the purchase invoice, Retail Installment Contract (finance or lease agreement, if applicable), manufacturer's express warranty and repair orders with the Demand copy submitted to the Board AND manufacturer.**MANUFACTURER:** The Manufacturer's Response Form and material requested in Section 7 should be filed with the Board and consumer five (5) days prior to hearing.

MAIL ORIGINAL COPY TO MANUFACTURER DOT

(Rev. 1/97)