



National Highway Traffic Safety Administration

DEC 1 2004

## <u>CERTIFIED MAIL</u> RETURN RECEIPT REQUESTED

John Maddox Product Compliance Volkswagen of America, Inc. 3800 Hamlin Road Auburn Hills, MI 48236 NVS-212jfa PE04-079

### Dear Mr. Maddox:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE04-079) to investigate allegations of gasoline leaking in certain Golf vehicles manufactured by Volkswagen AG, and to request certain information.

This office has received five consumer reports alleging gasoline leaking from the fuel delivery pump in 1999 and 2000 Golf vehicles. Four of the complainants report that the fuel pump experienced a crack, allowing gasoline to leak out. Copies of each of the complaints are enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- <u>Subject vehicles</u>: 1999 and 2000 Golf vehicles and all other Volkswagen vehicles that utilize the same fuel delivery pump(s) as the 1999 and 2000 Golf vehicles, manufactured for sale or lease in the United States and its territories.
- Subject component(s): all fuel pumps produced for use in the subject vehicles.
- YW: Volkswagen AG, Volkswagen of America, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of VW (including all business units and persons previously referred to), who are or, in or after January 1, 1995, were involved in any way with any of the following related to the alleged defect in the subject vehicles:



Design, engineering, analysis, modification or production (e.g. quality control); Testing, assessment or evaluation;



- Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- <u>Alleged defect</u>: any failure, malfunction or otherwise unsatisfactory performance of the fuel delivery pump that results in a leak.
- Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages. notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes. manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs. microfilms, microfiches, statements for services, resolutions, financial statements. governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by VW, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note. comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available. "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by VW or not. If a document is not in the English language, provide both the original document and an English translation of the document.
- Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good

will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as VW has previously provided a document to ODI, VW may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After VW's response to each request, identify the source of the information and indicate the last date the information was gathered.

- State, by model and model year, the number of subject vehicles VW has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by VW state the following:
  - a. Vehicle identification number (VIN);
  - b. Make;
  - c. Model;
  - d. Model Year:
  - e. Date of manufacture;
  - f. Date warranty coverage commenced; and
  - g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA.

- State the number of each of the following, received by VW, or of which VW is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
  - Consumer complaints, including those from fleet operators;
  - Field reports, including dealer field reports;
  - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
  - d. Property damage claims;
  - e. Third-party arbitration proceedings where VW is or was a party to the arbitration; and
  - f. Lawsuits, both pending and closed, in which VW is or was a defendant or codefendant.

For subparts "a" through "f" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and VW's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

- Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - VW 's file number or other identifier used;
  - The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
  - d. Vehicle's VIN;
  - Vehicle's make, model and model year;
  - f. Vehicle's mileage at time of incident;
  - g. Incident date:
  - h. Report or claim date;
  - i. Whether a crash is alleged;
  - j. Whether property damage is alleged:
  - k. Number of alleged injuries, if any; and
  - Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REOUEST NUMBER TWO DATA.

- 4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method VW used for organizing the documents.
- 5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by VW to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. VW's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN:

- d. Repair date;
- Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment(s), if any, by the dealer/technician relating to the claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA.

- 6. Describe in detail the search criteria used by VW to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by VW on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that VW offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
- 7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that VW has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that VW is planning to issue within the next 120 days.
- 8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that have been conducted, are being conducted, are planned, or are being planned by, or for, VW on the subject vehicles that relate to, or may relate, to the alleged defect. For each such action, provide the following information:
  - a. Action title or identifier;
  - b. The actual or planned start date:
  - The actual or expected end date;
  - d. Brief summary of the subject and objective of the action;
  - Engineering group(s)/suppliet(s) responsible for designing and for conducting the action;
     and
  - A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

- 9. Describe all modifications or changes made by, or on behalf of, VW in the design, material composition, manufacture, quality control, supply, or installation of the subject component(s), from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
  - The date or approximate date on which the modification or change was incorporated into vehicle production;
  - A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The part numbers (service and engineering) of the original component;
  - e. The part number (service and engineering) of the modified component;
  - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - g. When the modified component was made available as a service component; and
  - Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that VW is aware of which may be incorporated into vehicle production within the next 120 days.

- 10. State the number of each of the following that VW has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable):
  - a. Subject component(s); and
  - b. Any kits that have been released, or developed, by VW for use in service repairs to the subject component(s)/assembly.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which VW is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

- Furnish VW's assessment of the alleged defect in the subject vehicle, including:
  - a. The causal or contributory factor(s);
  - b. The failure mechanism(s);
  - c. The failure mode(s);
  - d. The risk to motor vehicle safety that it poses;
  - What warnings, if any, the operator and the other persons both inside and outside the
    vehicle would have that the alleged defect was occurring or subject component was
    malfunctioning; and
  - f. The reports included with this inquiry.

This letter is being sent to VW pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to

request reports and the production of things. It constitutes a new request for information. VW's failure to respond promptly and fully to this letter could subject VW to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If VW cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, VW does not submit one or more requested documents or items of information in response to this information request, VW must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

VW's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by January 21, 2005. Please refer to PE04-079 in VW's response to this letter. If VW finds that it is unable to provide all of the information requested within the time allotted, VW must request an extension from me at (202) 366-5218 no later than five business days before the response due date. If VW is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information VW then has available, even if an extension has been granted.

If VW claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, VW must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (69 Fed. Reg. 21409 et seq; April 21, 2004), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. VW is required to submit two copies of the documents containing allegedly confidential information (except only one copy of bhieprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call John Abbott of my staff at (202) 366-5221.

Sincerely,

Thomas Z. Cooper, Chief

Vehicle Integrity Division

Office of Defects Investigation

Enclosures: VOQ numbers 10097470, 10023172, 10018663, 767701, 10091162

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Include. If available: Police/Fire Department Report. Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESCARY
The Privacy Act of LE74-Public Law 82-579 This information is requested pursuent to authority vested in the ligitonal Highway Traffic Safety Act and public quantum amendments. You are used to easier the MITSA is determining whether a Manufacturer should take expression to correct a safety defect. If the MITSA proceeds with editinistrative anforcement or Rigoton against a sumufacturer, your response, or a Statistical manusary thereof, may be used in support of the against a extinu-

U.S. Department of Transportation

National Highway

## **DOT Auto Safety Hotline**

# **Vehicle Owner's Questionnaire**

To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4238)

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Include, If available: Police/Fire Department Report, Photos, and Repair Involce. ATTACH ADDITIONAL SHIFTS IF NECESSARY The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Eafety Act and enterquent pursuant and the National Highway Traffic Eafety Act and enterquent pursuant active and active to the National Highway Traffic Eafety Act and enterquent pursuant. You are under no obligation to respond this question set you are under no obligation to respond this question against a manufacturer should take appropriate action to correct a safety defect. If the MATEA proceeds with paintaintening agriculture of Eigenbon against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

#### FOR AGENCY USE ONLY DOT Auto Safety Hotele Vehicle Owner's Questionnaire Date Received U.S. Department To Report Vehicle Safety Defects of Transportation 1-8BB-DASH-2-DÓT National Highway 14-MAY-2003 (1-888-327-4236) Traffic Safety INTERNET newww.nhtsa.dot.gov/hotikne Administration OWNER INFORMATION (Type or Print) Daytime Telephone Number | E-mail Address No rea Address Evening Telephone Number State TX Zip Code, CHY. ALLEN Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Date VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Make Model VOLKSWAGEN **GOLF** WVWGA21J2Y Date Purchased Dealer's Name and Telephone Number Engine: 29-SEP-00 No: Cylinders 4 Dealer's City Original Owner State Zio Code Vehicle Component Code Transmission Type X Antilock Brakes **Powertrain** 672100 FUEL SYSTEM, GASOLINE: DELIVERY: FUEL PUMP MANUAL FRONT WHEEL DRIVE X Cruise Control Multiple Failure: 1 PAILED COMPONENT(S)/PART(S) INFORMATION Failure Mileage Incklent Date(s) Failure Speed 13-APR-2003 44000 <u>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</u> Tire Make Tire Model (Name or Number) The Size (Example P215/65R15) DOT No. (Example: DOTMAL9ABC036) Original Equipment Failure Location: Tire Component Code The Fellure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAY PAILURE Date Manufactured: Model No./Name: Seat Type: Installation System: Child Seat Component Code: Failed Part: APPLECABLE INCIDENT INFORMATION (Please describe in detail the incidentis). Fallanist, Counties), and injury (les), )

100148

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Reference No.

Model Year

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Number of Deaths

Reported to Police

N

Number of Persons Injured

Crash

Yes X No

Fire

Yes X No

BELOW REAR SEATS WITH FÜEL. THIS AREA IS WELL PROTECTED FROM ROAD DEBRIS AND NO IMPACT DAMAGE IS EVIDENT, VEHICLE HAS NOT BEEN IN AN ACCIDENT OF ANY KIND, PURCHASED NEW IN SEPT 2000. \*\*NLM.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY The Privacy Act of 1974-Public Law 93-078 this information is requested pureposit to subtently vested in the National Highway Traffic Safety Act and publishment is subtentially vested to posit the NATSA in determining mission of Manufacturary to used to posit the NATSA in determining missions in Manufacturary skept take appropriate action to correct a safety defect. If the RHTSA precesses with administrative and research or integrition against a manufacturar, your respector as a farthetical seasons or integration against a manufacturar, your respector a statistical seasons thereof, may be used in support of the agency's action.

DOT Auto Safety Hotline									FOR AGENCY USE ONLY 258						
U.S. Departme of Transportati			icle (	wner	r's Qu hide Sa	estion fety Dei			Date Re	celved	Rep	Hesitary 🗆			
National High Traffic Safety Administration	, -	INT	1-888-DASH-2-DOT (1-888-327-4296) INTERNET:www.nhtua.dot.gov/hotilne							-SEP-2002	Reference No. 767701				
	OV	YNER INFOR	DETAM	N (Туре	or <b>Prin</b> t	9		Ĺ	Coutles	Telephone Number	E	Address			
lame Iddress					<u>.</u>	<del></del>			Dayane	TERMINIE HANDE	= 114	M MAKE COM			
City				State		Zio Code			Evening	Telephone Number					
MORTH	READIN	ig		32.0	MA										
Do you euthorize In the absence o Signature of Own	f an out	to provide d horization, i	e copy of MTSA W	f this rep VILL NOT	ort to the provide	e manufec your nam	turer of you e or addres	a to th	icie? le vehicle	TYES TO THE TENT OF THE TENT O	NO				
					VEHD	CLE INFO	MOTTAM								
17 digit Vehicle Iden WVWGC21J14		Number Locato	ed at both	om of Wind	Schleid on d	driver's side	Make VOLKSWA	GEN		Model GOLF		Model Year 2000			
Date Purchas 01-APR-00		Dealer's Na	ame and Telephone Number				<u> </u>			Engine: No: Cylinders		Firel Type: Gas			
Original Own	Dealer's Ob	,					ZipC	Code							
ransmission Type	X W	tilock Brakes	akes Pompiumi					Component Code							
	uise Control	FRON	FRONT WHEEL DRIVE				072100 FUEL SYSTEM, GASOLINE: DELIVERY: FUEL PUMP Multiple Failure: 1								
	<u></u>			FAIL	о соме	ONENT(S	)/PART(S)	Dec	RMATIO	N		· · ·			
ncident Date(s) 8-SEP-2002	Fatur	e Milenge	Fallure (					-							
		ADDIT	TONAL	TEMS T	O BE CO	MPLETED	WHENRE	ORTI	NE A TIE	E FAILURE	"				
re Make			<u></u>	e Model	(Name or	Number)			Time	Stze (Example PZ1	5/65R	(15)			
OT No. (Example:	DOTMA	L9ABC036)	1,	Origina Prior P	al Equipm	ent	Falure Loc	ation:							
re Component Co	de			71,50	<b>хер</b>				Tre	Pallure Type					
		ADDITION	AL ITE	S TO B	COMPL	ET ED WH	EN REPORT	DG /		SEAT FAILURE					
ale:					Data Mar	<u>uractured</u>			Model No.	/Narroec					
Sat Type:					Inota latic	on System									
niid Seat Compon	ent Cod	e:	Falle	d Part:			<u> </u>				_				
			Piese				T INFORMA Fatarol Co			r(inst.)					
irash □Yes XINo	Fire	s [X] No			sons Intur	red Nur	wher of Deal O	ths	Report	ed to Police N					
arrative Descript	los of Ir	rcident (5), C	to the fe	, and Inje liure, (2)	failure s	nd its cons		ind (3)		s done to correct t	he fai	<b>Ture</b> j			
THE CONNECTOR	ON THE	FUEL PUMP	CRACKE	D RESUL	TING IN A	FUELLEA	K AND A ST	RONG	GAS SME	LL INSIDE THE CAR SE RECENTLY, THE	THE	DEALER			

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include. F sysisble: Police/Fire Department Report. Photos, and Report Invoice.

ATTACH ADDITIONAL SHEETS IF NET ESSAGE
The Privacy Act of 1974-Pablic Law 93-579 This information is requested personnt to authority verted in the Retienal Highway Traffic Sufety Act and subsequent assendences. You are under no obligation to respond this questionable. Your respondences may be used to small this letteral in determining whether a New Method preceded with administrative enforcement or Rightion against a wempfacturer, your response, or a statistical summary thereof, may be used to apport of the agency's action.

										Form Apr	aner mili	OH E. H., 2127		
A			DOI	Auto Si	afety H	otine			FOR AGENCY USE ONLY 100148					
U.S. Department	Vehicle Owner's Questionnaire To Report Vehicle Safety Defects								celved	Repository 🔲				
Mational High Treffic Sefety Administratio	INT		1-888-D (1-885- www.nh	327-42	17	-SEP-2004	Reference No. 10091162							
		THER THEOR	MATE	Ж (Тура с	ar Print)	)			Courthon	Telephone Number	-	I Address		
Marsia			_						Laythie	TEMPROTE NUMBER	E-IIE	I AUDRES		
Address City				State	1	Zip Cod				Telephona Number				
SAHUA				<u> </u>	^Z				SAME			<del></del>		
Do you authorize In the absence of Signature of Own	f an aui	l to provide a thorization, N	COPY 6 HTSA 1	f this repo WILL NOT	ort to the provide (	manufac your nam	tures of yo e or addres	es to t	he vehicle	Manufecturer.	NO.			
Signature or Own								Date	3			<del></del>		
47	No.	North Andrews	hav	مامعان المسمد			AMATION			l Marial		Model Year		
17 digit Vehicle Identification Number Located				at bottom of windshield on driver's side				Make VOLKSWAGEN		Model   GDLF		1999		
Oate Purchar 01-JUL-99	sed	Dealer's Nar BEAUDRY V		and Telephone Number						Engine: Not Cylinders 4		Fuel Type; Gas		
Original Owner Dealer's City TUCSON								Zip ( 857	Code 12					
Fransmission Type		ntilock Brakes	Panwe	Powertrain Vehicle Compo										
MANUAL	I=	ruise Control	FROM TWHEEL DRIVE					092100 FUEL SYSTEM, OTHER: DELIVERY: FUEL PUMP Pluidole Fallure; 2						
										<del></del>		<del>.</del>		
(malalant Pata(a)	Eally	re Mileage	Falker	Speed	D COMP		)/PART(5)	IN T	RMATIU	<u> </u>				
Incident Date(s) IO-SEP-2001	PMAG	52000		. speço										
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and seek compan	-11. COO		Fd		ICABLE!	INCIDEN	T INFORM	ATIO	N .		_			
<del></del>	T = :			re describe h	detail the	broken his	Fallyws), C	R O	i), and fifte					
Cr <u>ash</u>	Fire	es IXINo	Numb	er of Perso D	ame l'illure	ed   Nu	mber of Dea ()	erbe		ed to Police N				

Henry describe (1) avants leading up to the fallers, (2) fallers and its consequences, and (3) what was done to correct the fallers; Le, parts repaired or replaced (and Fold part is available).

THE FUEL PUMP ON MY 1999 VW GOLF HAS FAILED TWICE. I FEEL THIS IS BOTH A DEFECT AND HIGHLY DANGEROUS, THE FUEL PUMP CRACKED AND DUMPED FUEL OUT ONTO THE PAVEMENT. I WAS TOLD THAT THIS WAS UNUSUAL, BUT WHEN I WAS IN THE SECOND TIME, I MET ANOTHER VALOWNER WITH THE SAME EXACT PROBLEM. VALCUNTINUES TO DENY ANY RESPONSIBILITY AND REPUSES TO PAY FOR THE MATTER, THE FIRST OCCURRENCE HAPPENED ON 9-10-01 AT 26K MILES, THE SECOND ON 7-7-04 AT 52000 MILES, \*AK

Include, If available: Police/Fire Department Report, Photos, and Repair Invoice,

ATTACH ADDITIONAL SHEETS IF NECESSARY

An expense is a natural process of the internation of the person of the same of the following the first section of 1944 Public bury 50-578. The internation is required by present to tentherly vested in the Science Highway Traffic Sefety Act and extended and an end manners. You response may be used to easiet the WiTEA in determining whether a Manufacturer should take appropriate action to carrect a sefety defect. If the MITEA processes with a similarizative enforcement or litigation against a special course of the agency's action.