



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100078

Date Received

2003 DEC 24
19-NOV-2003

Repository ☐

Reference No.
10048248

OWNER INFORMATION (Type or Print)

Name

Address

City

MOORESVILLE

State

IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

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

Signature of Owner

Date 12/21/2003

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3YWSF29M5YM

Make

VOLKSWAGEN

Model

JETTA

Model Year

2000

Date Purchased

11-22-1999

Dealer's Name and Telephone Number

ROYAL OF THE EAST SIDE 812-332-4251

Original Owner

☒

Dealer's City

Bloomington

State

IN

Zip Code

47401

Engine:

No. Cylinders

Fuel Type:

Diesel

Transmission Type

AUTOMATIC

5-SPEED

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

000000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

19-NOV-2003

Failure Mileage

55000

Failure Speed

ALL SPEEDS - NO POWER

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1SABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING AT ANY SPEED VEHICLE LOST POWER AND STALLED. DEALER REPLACED THE INTAKE AIR FILTER WHICH WAS CLOGGED AT CONSUMERS EXPENSES OF \$4,200. ~~1892.94~~ SEE ATTACHED INVOICES FOR REPAIRS

Also letter sent to Volkswagen of America Inc

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

VOLKSWAGEN OF AMERICA INC
ATTN: CUSTOMER CARE CENTER
3499 WEST. Hamlin Road.
ROCHESTER Hills MI. 48309

COMPLAINT: DEFECT IN AIR INTAKE SYSTEM

VEHICLE TYPE 2000 VOLKSWAGEN JETTA
TURBO DIESEL VIN # 3VWSF29M5YM [REDACTED]

COST OF REPAIRS PARTS AND LABOR \$1792.94

DEAR VOLKSWAGEN -

I ALL STARTED AT 54422 MILES ON OCTOBER 6TH 2003 THE VEHICLE BECAME VERY SLUGGISH AND HAD NO POWER WHICH WAS A SAFETY FACTOR AND DID NOT RUN WELL.

THE VEHICLE WAS TAKEN TO DUKE GOLDS SPEEDWAY V/W IN INDIANAPOLIS INDIANA. SERVICE ADVISOR TRAVIS BROOKS STATED THAT THE THROTTLE BODY AND INTAKE CARBON BUILD UP AND MUST BE CLEANED. ALSO THE EGR VALVE WAS CHECKED AT THIS TIME THEY CLEANED THE INTAKE EGR VALVE, REPLACED THE AIR MASS METER (AIR FLOW METER) WHICH WERE DEFECTIVE COST \$1005.38

AT 54783 MILES, 12-DAYS 315 MILES THE CHECK ENGINE LIGHT CAME ON. RETURNED THE VEHICLE TO DUKE GOLDS SPEEDWAY SERVICE ADVISOR STATED THAT THE VEHICLE RUNS GOOD AND

THAT THEY CLEARED AND CHECKED ALL CODES IN THE SYSTEM. IF THE CHECK ENGINE LIGHT COMES BACK ON THEY MAY NEED TO REPLACE THE EGR VALVE. NO CHARGE.

AT 55,110 MILES THE CHECK ENGINE LIGHT CAME BACK ON. HAD TO REPLACE THE EGR VALVE COST \$393.90

AT 55,267 MILES, CHECK ENGINE LIGHT CAME BACK ON AGAIN. THIS TIME THE EGR COOLER AND CONVERTOR VALVE WERE REPLACED COST \$493.66 THE VEHICLE WAS IN THE SHOP FOR ONE WEEK, WAITING FOR PARTS

SERVICE ADVISOR TRAVIS BROOKS STATED THAT THEY WERE CLEANING THE AIR INTAKE SYSTEM ON ONE OR TWO VOLKSWAGEN DIESELS PER WEEK WITH AROUND 50,000 MILES WITH CARBON BUILDUP IN THE AIR INTAKE SYSTEM. WHICH MAKES ME BELIEVE THERE IS A DEFECT IN THIS SYSTEM. IN MY VEHICLE THE COMPLETE AIR INTAKE SYSTEM HAS BEEN REPLACED. HOW LONG OR HOW MANY MILES WILL IT BE BEFORE I WILL HAVE TO GO THROUGH ^{THIS} PROBLEM AGAIN

IN SHORT WITH IN A PERIOD OF 20 DAYS AND 850 MILES I AM OUT \$1792.94 FOR REPAIRS (PARTS AND LABOR) WHICH NONE OF THIS COST WAS COVERED UNDER FACTORY WARRANTY. THERE SHOULD SOME TYPE OF REIMBURSEMENT DUE TO THE DEFECT IN THE AIR INTAKE SYSTEM.

THE MORE I CHECK AROUND I FIND OTHER PEOPLE HAVING THE SAME PROBLEMS WITH THEIR VEHICLES. I HAVE ALWAYS USED THE BEST FUEL FROM A LOCAL TRUCK STOP SO THIS IS

NOT THE PROBLEM.

I AM SICK AND TIRED OF GOING BACK AND FORTH TO THE V/W DEALER FOR REPAIRS PLUS THE INCONVENIENCE AND COST.

SOME ONE AT VOLKSWAGEN NEEDS TO DO A COMPLETE FOLLOW UP WITH DEALERS ACROSS THE COUNTRY ON THIS PROBLEM.

I WILL NEVER PURCHASE AN OTHER VOLKSWAGEN PRODUCT AGAIN AND WHEN ASK BY OTHERS I WILL NOT RECOMMEND THEY PURCHASE ONE. THANKS- AND I WOULD LIKE TO HEAR FROM SOME ONE ABOUT WHAT IS BEING DONE.

MOORESVILLE, INDIANA

PHONE:

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**