



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 231

Date Received
SEP 13 AM 5:52
09-JUL-2004

Repository ☐

Reference No.
10081801

OWNER INFORMATION (Type or Print)

Name

Address

City

MOUNT KISCO BRONX

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an answer to the vehicle manufacturer. ☐ YES ☒ NO
Signature of Owner _____ Date 8/33/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3VWSC29M1X2

Make
VOLKSWAGEN

Model
JETTA

Model Year
1999

Date Purchased

4/23/99

Dealer's Name and Telephone Number

CITY LINE VOLKSWAGEN

Engine:

No. Cylinders

4

Fuel Type:

GAS

Original Owner

☒

Dealer's City

BRONX

State

NY

Zip Code

10466

Transmission Type

MANUAL

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

060000-ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

09-JUL-2004

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM1SABC038)

☐ Original Equipment

☐ Aftermarket

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

0

Number of Deaths

0

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).

UPON STARTING VEHICLE FOR THE FIRST TIME IN 2004, CONSUMER NOTICED THAT ENGINE RAN FOR A FEW SECONDS THEN STALLED. *AK

SEE ATTACHED DETAIL OF EVENTS, RECORD OF REPAIRS
+ RECORD OF COMPLAINTS

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

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 NHTSA proceeds with administrative or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.)

Bronx, NY

CUSTOMER RELATIONS - 2F02
VOLKSWAGEN OF AMERICA, INC.
3800 Hamlin Road
Auburn Hills, MI 48326

August 20, 2004

Greetings:

This is an update / follow-up to my original letter to you dated July 15, 2004.

Since my last correspondence, my VW Jetta has still remained in possession and service with Mayer VW of Westchester. On July 13, 2004, I called VW Mayer to find out the status of my car. I spoke with Service Representative John. John told me that there were no codes stored and there is nothing wrong with the car. I explained to him that there was still the same ongoing problem with the car. I not only reminded him that the last time I picked the car up from Mayer VW (which was only the prior week) he told me my car was fine, but additionally I complained that within 2 days of that last pick up, I was still having the same problem. The car continued to buck and putt and hesitate. I told him that I expected them to fix the car the way it should have originally been fixed, and that it was irresponsible for them to allege the car was in full working order when it is not.

During the week of July 19, 2004, I called VW Customer Relations and spoke with Nicole. I called because I was told I would hear back from VW regarding my initial Letter of Complaint dated July 15, 2004. Nicole said that she would contact Mayer and see if she could get some information for me. She put me on hold and after a few minutes, returned to the line. She told me that the car was operating to manufacture's specifications and that Mayer was unable to reproduce the problem. Nicole advised that Mayer VW cannot repair a problem if the problem does not exist. All she did was repeat this statement to me. She offered no genuine interest or support to resolve the problem. Nicole then told me that I would be responsible for paying for parts and service not covered under warranty. I responded to her that I would not be paying double for services / repairs which have supposedly corrected the problem. I advised that this is not the first time Mayer is trying to fix the same problem. I reminded her that this is a safety issue not just for myself as a driver, but for other drivers on the road as well.

During the third week of July 2004, I went to VW Mayer and secured a Loaner vehicle since Mayer was still in possession of my vehicle and not able to repair it. I was given a 2002 VW Golf. On August 2, 2004, I returned the Loaner vehicle to Mayer because the automobile inspection sticker had expired and a parking violations ticket was received on the car. I indicated this to the Services Representative John. I gave him the parking violations ticket.

On July 27, 2004, I received a voice mail message from Mayer VW Service Manager, Jim. His message indicated that a "too rich code" was indicated in the car and the purge valve was replaced. He also stated in his message that they planned to drive the car for at least 12 miles for a road test. I was never contacted to be told about the "too rich code", nor was I ever contacted for permission to replace the purge valve.

On July 28, 2004, I spoke with VW Customer Relations. They stated that they received my letter dated July 15, 2004, and they hoped my problem would be resolved. Again, they offered no assistance or remedy to this situation, except to say that if the car is operating to manufacture's specifications then there is nothing to be fixed.

On August 2, 2004, Mayer gave me another Loaner vehicle (2002 VW Jetta), which I still have as of today. Also on August 2, 2004, I was told that Service Manager Jim was no longer working for Mayer VW. I asked John in service about the status of my car. He said that he had no information for me as Jim was "handling my account". He also said that the Lead Service Mechanic who would have been familiar with my car was on vacation for two weeks, so there was really no information available. I asked him who was in charge. He told me Joe Lopane, who is the General Manager for Mayer VW, would be overseeing service as well. When I asked to speak to Joe, I was advised Joe was not available. I left my telephone number and a message for Joe to call me.

Several days passed, and I called Mayer VW again. I left another message for Joe to call me. I had not received a call back from Joe until 2 more days had passed. When I spoke to Joe, he had no familiarity with my car, it's problems, how long it's been with Mayer or any other history about my car. He told me that he wanted to review the paperwork and would call me back the next day. The next day I received no call. I waited until the following day and called Mayer. I left another message for Joe. He finally called me back and I again explained to him the existing problem with the car. He said they would look into it and he would get back to me. Joe called me on August 11, 2004 and left a voice mail message for me stating that he experienced exactly what I had described was happening with the car. He said they would be working on it and he hoped to resolve the problem and return my car to me quickly.

On August 13, 2004, I stopped by Mayer at approximately 4:55pm to retrieve some personal items from my car. I asked for Joe, but I was told he had left already. I asked John about the status of my car. He told me that they are still working on it. He told me the problem is that the car bucks, has no power, etc., just as I described. He said the car does this every 2 days or so. He said that the Lead Mechanic would return from vacation on Monday, and he was most familiar with my car.

On August 16, 2004 I called Joe of Mayer and left a message for him to please call me back. On August 17, 2004, I called Joe since my earlier call was not returned, and finally spoke to him. He told me that the car was still exhibiting the same problems. He said that Mayer did the following: cleaned the injectors, checked the fuel pressure, checked the manifold gasket for leaks, and they were in the process of pinning the computer to make sure there were no internal faults. He said he would call me with the outcome.

As can be seen from this history of repair attempts for my car, there is obviously a defect with my VW vehicle. There is continued, ongoing, persistent unsafe problems which the Authorized VW Service Facility is unable to identify or repair. As a VW customer, I am again, pleading for some assistance in remedying this situation. Please contact me so I know how I and VW will proceed. Thank you for your prompt attention to this request.

Very truly yours,
[Signature]

[Faint, mostly illegible text block, likely a letter or document header]

[Faint, mostly illegible text block, likely a letter or document header]

[Faint, mostly illegible text block, likely a letter or document header]

[Faint, mostly illegible text block, likely a letter or document header]

CUSTOMER RELATIONS - 2F02
VOLKSWAGEN OF AMERICA, INC.
3800 Hamlin Road
Ann Arbor, MI 48106

July 15, 2004

Greetings:

This will confirm my 07/8/2004 telephonic contact with Nina Patrick, a Customer Service Representative of Volkswagen America, concerning the recalled and defective condition of my 1999 Volkswagen Jetta. This letter is written in an attempt to obtain assistance in the handling and repair of my vehicle. This request for assistance is for my personal safety and the safety of other drivers.

In April 1999, I purchased a NEW Volkswagen Jetta from City-Line Volkswagen (an Authorized Volkswagen Dealer) located in The Bronx, New York. Since that time, the car has had a number of repeated performance problems and recall notices. Each of these problems and recalls were handled either by an Authorized Volkswagen Service Provider, or specifically, Mayer of Westchester, Inc. (an authorized Volkswagen Service Provider).

As a background to the problems relating to this vehicle, it should be noted that vacuum leaks, Oxygen Sensor problems, the rich running of the engine, and mass air-flow sensor and connector defects have repeatedly occurred. These defects have caused dangerous performance, bucking and hesitation. This problem first began back in April 2000, and continues to date. It should be noted that the repair attempts for the vacuum leaks, Oxygen Sensors, the rich running of the engine, and mass air-flow sensors and connector were made on 4/7/00, 11/14/00, 3/28/01, 4/2/02, 10/29/02, 11/8/02, 12/5/03, and 5/13/04. All repair attempts have been performed by an Authorized Volkswagen Service Provider.

The most recent repair attempt performed by Mayer was for the defective mass air-flow sensor and connector. I was informed that the part was out of stock and that I was placed on a stand-by list to be contacted when the part became available. Mayer gave this notice on 12/5/2003.

In late February 2004, I contacted Mayer to inquire whether the part had arrived. I made this contact since no one from Mayer had contacted me to schedule the repair/replacement work that still needed to be done. I was told at that time not to re-contact Mayer. I was instructed to wait until I heard from them.

Still having not heard from Mayer, in May 2004, I again contacted Mayer for the service work that needed to be done. I was told that I should have received a notice in the mail informing me that the part had arrived. I had not received any notice. I was instructed to make an appointment to bring the vehicle in. On 5/13/04, I brought my vehicle in to Mayer and the repair/replacement work for the defective mass air-flow sensor and connector was finally performed. This work was covered under an extension of the Emissions Control Systems Warranty.

Since the repair /replacement work was done, the Jetta continues to be in a defective and unsafe condition. When starting the car, the engine runs extremely hard, putts, quickly loses power and shuts off. Upon attempted acceleration, the car engine and exhaust bucks. This bucking is in conjunction with a reduced acceleration power. Once in operation, the vehicle engine either runs rough or runs with a very non-energetic putt-putt. Based upon this dangerous performance, on 6/1/04, I brought the car into Mayer and was told nothing was wrong.

Despite being told nothing was wrong, these problems persisted, and I again re-contacted Mayer and informed them of the car's performance. I was instructed to bring the vehicle in for another service and diagnostic testing, which I did. Mayer had possession of the vehicle for 6 days (6/28/04-07/02/04). During that time period I contacted Mayer to obtain a status of the vehicle. The first few times I was informed that Mayer was unable to determine what the problem was. Finally, I was contacted by a John (the Service Advisor) who advised that "the car was running fine" and that I could come and pick it up, which I did.

On 7/4/04, the vehicle again had bucking and putt-putt hesitation engine performance. The vehicle again would die out or shut off after it had already been started and operating. All of this again, just 2 days after being charged and paying \$343.56 for diagnostic testing that John the Service Advisor claimed resulted in the car "running fine".

On 7/8/04, I again brought the car back to Mayer and advised that the car was still not operating or running safely. As of the date of this letter, I still have not heard or received any information as to the condition of my vehicle.

Therefore, I respectfully request the assistance of Volkswagen Customer Relations in this matter. I ask not only for my own safety while operating this Volkswagen automobile, but additionally, the safety of all other drivers on the road. Having a Volkswagen automobile putt-putt, hesitate, turn off, and not properly accelerate is a danger to all. I ask the good people of Volkswagen to kindly assist me in trying to properly rectify this dangerous, defective condition of my vehicle and driving situation.

Please contact me at the following address to advise of the steps that Mayer has taken (or will take) to correct the vehicle.

Very truly yours, ~

Bronx, NY

**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).**