



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 100148

Date Received: 09-JAN-2006
Repository:
Reference No.: 10147250

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: WALLKILL State: NY Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of [REDACTED] name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 01/16/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3VWSF71K65M [REDACTED]
Make: VOLKSWAGEN Model: JETTA Model Year: 2005

Date Purchased: 23-MAR-05 Dealer's Name and Telephone Number: JOE HEIDT MOTORS Engine: No: Cylinders 5 Fuel Type: Gas
Original Owner: Dealer's City: RAMSEY State: NJ Zip Code: 07446

Transmission Type: AUTOMATIC Antilock Brakes Cruise Control
Powertrain: ALL WHEEL DRIVE
Vehicle Component Code: 031000 SERVICE BRAKES, HYDRAULIC: PEDALS AND LINKAGES
Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 06-DEC-2005 Failure Mileage: 6900 Failure Speed: 35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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).

DT*: THE CONTACT STATED THE BRAKES DO NOT ALWAYS DEPRESS. THE FIRST 3 TIMES THIS HAPPENED THE VEHICLE WAS IN REVERSE BACKING OUT OF A PARKING SPACE AND THE VEHICLE STOPPED ITSELF. THE LAST TIME THIS OCCURRED THE VEHICLE WAS IN DRIVE, WHICH CAUSED THE CONTACT TO HIT A VEHICLE. THIS CAUSED MINOR DAMAGE TO THE CONTACT'S VEHICLE. THE DEALERSHIP HAS SEEN THE VEHICLE MULTIPLE TIMES, BUT THEY WERE UNABLE TO DUPLICATE THE PROBLEM, AND THE COMPUTER DETERMINED THE VEHICLE WAS FINE. THE MANUFACTURER SENT AN AREA REPRESENTATIVE. HE WAS UNABLE TO DUPLICATE THE PROBLEM.*AK

THE LAST INCIDENT WHERE THE VEHICLE WAS IN DRIVE, I WAS GOING ABOUT 35 MPH COMING TO A STOP (UP A SMALL INCLINE) BEHIND SEVERAL OTHER CARS STOPPED AT A LIGHT. THE BRAKES DID NOT ENGAGE & IN FACT MADE CONTACT WITH THE VEHICLE IN FRONT OF ME & CONTINUED TO PUSH FORWARD.

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 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.

December 28, 2005

Walkkill, New York

Mr. Frank Witter
CEO Volkswagen of America
3800 Hamlin Road
Auburn Hills, MI 48328

Dear Mr. Witter,

I am writing to you with a problem that I am having with my 2005 VW Jetta with the hope that you will spare me a few minutes of your time before my situation turns into a tragedy.

I purchased my new Jetta the end of March 2005. Several weeks later, while backing out of a parking space the brakes failed to depress. The car rolled to a stop because I was only going 5 mph. Although I knew what had happened I couldn't believe it and thought perhaps I had done something wrong or that it was my imagination.

I did not experience this again until I was again backing out of a parking space several weeks later and the same thing happened. Again I was going very slow.

When I brought my car in for its 5,000 mile check-up I reported the problem to Hudson Valley Volkswagen in Fishkill New York. This was on September 21, 2005. They checked the brakes on the computer and said they were fine.

The third time this happened I was in my own driveway. Once again the pedal failed to depress and the car rolled to a stop.

The last time this happened was December 5, 2005, only this time the car was in drive. I was coming to a stop behind other stopped cars and struck the vehicle in front of me. Not only did my car not stop, going up a small incline, but it continued to push the vehicle in front of me. Luckily no one was hurt and there was only minor hood damage to my car.

I called Customer Relations that evening when I got home and they suggested I call Road Side Assistance and have my car towed to my dealership. This was

done the next morning December 6, 2005. Again the car was put on the computer and I was told the vehicle was operating to manufacturer's specs.

The dealership did tell me that when the area district manager came in for his December visit they would contact me. They did call me and my car was taken back in on December 12, 2005. Once again the car was road tested, driven 28 miles and put on the computer and no faults were found.

While I understand that you cannot fix a problem that cannot be found, I feel that you need to understand that I have a brand new car that I am afraid to drive.

I have been driving for 42 years, and I have never had an accident. I know how a car should respond, and this car does not. This is my second Jetta, so this is not about me not liking my car.

I feel this is putting a tremendous liability on me for driving a car that I know is not safe. I also feel that Volkswagen is putting itself at risk because all of this has been documented. My question to you is "Would you want your wife or child driving this car"?

I am not looking for a new car, I love my car, but I am asking that this car have a whole new set of brakes to insure that this will not happen again.

On a positive note, I have to tell you that every one of the people that I have spoken to from the dealership to people in your customer relations office have been very sympathetic and professional.

Please Mr. Witter have someone review this problem for me and thank you for taking the time to read this letter.

Sincerely,

[REDACTED]
[REDACTED]

Claim Ref# 50467734
VIN 3VWSF71K65M [REDACTED]

Home phone [REDACTED]
Work phone [REDACTED]