



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

Repository ☐

09-JUN-2006

Reference No.
10159406

27 JUN 7:41

OWNER INFORMATION (Type or Print)

Name

Address

City LIVONIA

State MI

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 6/27/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3VWSD69MX1M

Make
VOLKSWAGEN

Model
JETTA

Model Year
2001

Date Purchased
03-02-AUG-05

Dealer's Name and Telephone Number
VYLETTEL BUICK VOLKSWAGEN (586) 977-2800

Engine:
No. Cylinders 4

Fuel Type:
Gas

Original Owner
☐

Dealer's City
STERLING HEIGHTS

State
MI

Zip Code
48313

Transmission Type
MANUAL

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
125100 EXTERIOR LIGHTING: BRAKE LIGHTS: SWITCH

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
10-MAY-2006

Failure Mileage
-64000-
52,675

Failure Speed

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, failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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 UPON INSPECTION, IT WAS NOTICED THE BRAKE LIGHT SWITCH WAS INOPERABLE. THE DEALERSHIP REPLACED THE BRAKE LIGHT SWITCH AND DETERMINED THERE WAS A NHTSA RECALL, # 06V183000, REGARDING THE EXTERIOR LIGHTING BRAKE LIGHT SWITCH. THE VIN WAS NOT INCLUDED IN THE RECALL. THE MANUFACTURER WAS ALERTED.

THE Brake light switch was replaced by original owner at 46,653 miles on recall from Volkswagen + 06VWZCAMP. THIS switch failed @ 52,675 miles a year later. THIS switch was replaced at Ralph Thayer Automotive, Livonia, MI. old part is not available. Please find attached a copy of letter sent to Volkswagen, a copy of original brake switch replacement & current copy of invoice of second brake switch replacement.

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.

copy of
VIN
response
over ->

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

This switch failure and subsequent failure is of a rear crash safety concern. I don't know how long this vehicle was being driven without brakelights before it was discovered. The fact that its failure at a year is and should be unacceptable to me as a consumer for my personal safety.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

DETROIT MI 482

19 JUN 2006 PM 5

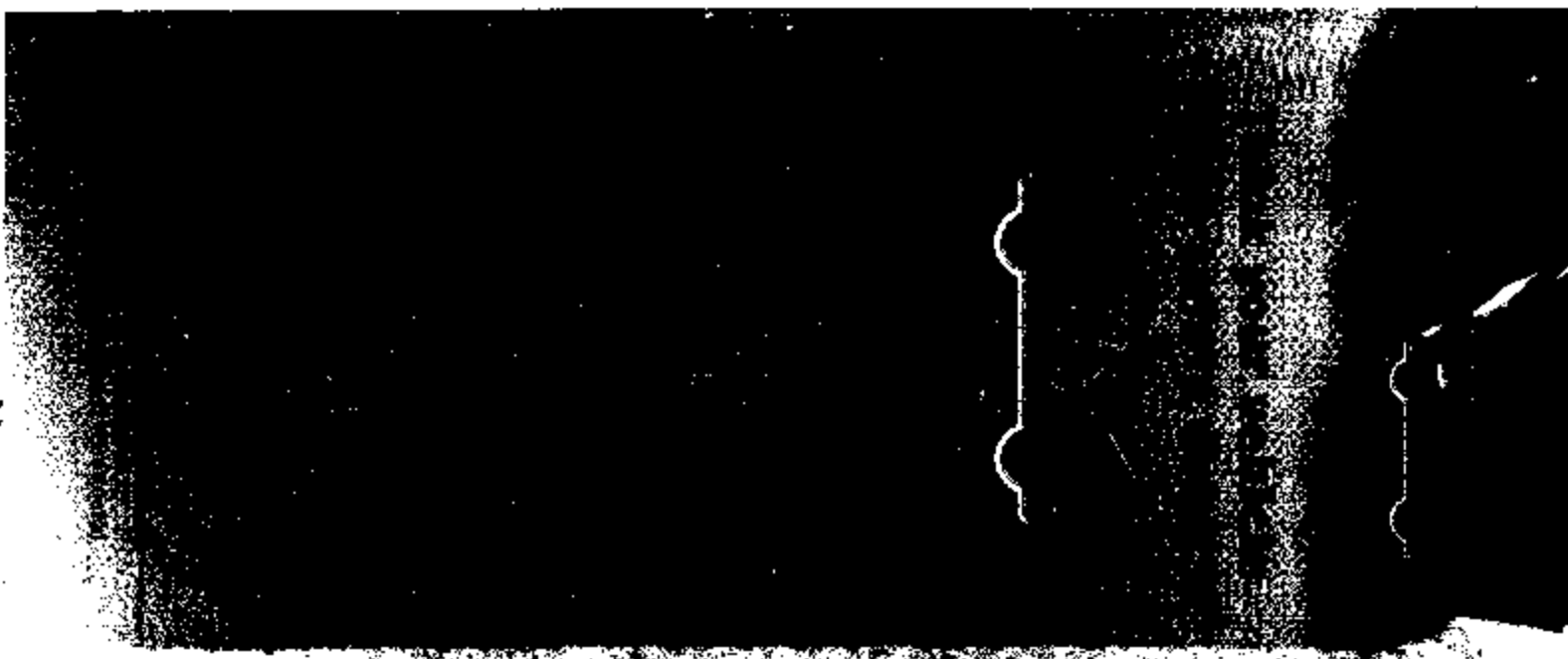
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590



June 9, 2006

Volkswagen of America
3499 W. Hamlin Road
Rochester Hills, MI 48309

To Whom It May Concern:

RE: 2001 Volkswagen Jetta - VIN# 3VWSD69MX1M [REDACTED]
Service invoice dated May 10, 2006

I purchased the above Volkswagen Jetta in August of 2005 and have recently incurred expenses related to a faulty brake switch. It was brought to my attention that there have been recalls for Volkswagen brake switches. A copy of the dealership service invoice was faxed to your offices on June 5, 2006. On Friday June 9, 2006, I received a telephone call from a Volkswagen of America employee stating that this vehicle's brake switch had been replaced prior to my purchase on an earlier recall. Thereby, Volkswagen of America was declining reimbursement and stating the newest recall (NHTSA# 06V183000) did not include this vehicle. My documentation notes that this brake switch had been replaced due to recall on April 26, 2005. Apparently there are still issues with these brake switches due to failure in just over a year. A copy of the current service invoice has been attached to this letter. I am asking you to reconsider this denial and please respond in writing.

Sincerely,

[REDACTED]
Livonia, MI [REDACTED]

/encl

June 15, 2006
060199856



[REDACTED]
Livonia, MI
USA

Volkswagen of America, Inc.
Customer CARE
3499 West Hamlin Road
Rochester Hills, MI 48309
Phone +1 800 822 8987
www.vw.com

RE: 2001 Volkswagen Jetta
VIN: 3VWSD69MX1M [REDACTED]

Dear [REDACTED]

Thank you for your letter regarding the brake light switch repair on your 2001 Volkswagen Jetta. We regret your dissatisfaction with the response from our Customer CARE Center. As you have requested, I am forwarding our response in writing.

Volkswagen recognizes you as a valuable owner, and we are pleased to have you as a part of the Volkswagen family. We have thoroughly reviewed your correspondence and our entire file on the concern you had experienced with the brake light switch. Your concerns are understandable; however, we must respectfully concur with the decision rendered by our advocate. The brake light switch is a component covered under the WX recall campaign that was already completed and closed on your vehicle in April of 2005. As the repair was completed outside of the spare parts warranty (12-months or 12,000-miles), Volkswagen will be unable to reimburse you for the brake light switch.

Thank you again for contacting Volkswagen, [REDACTED]. I apologize a more favorable response could not be provided, but I hope you will understand our position. If you have any additional concerns or questions, please feel free to contact our Customer CARE Center at (800) 822-8987.

Sincerely,

A handwritten signature in black ink, appearing to read 'Fredet J. Dawisha'.
Fredet J. Dawisha
Volkswagen Customer Advocate

**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).**