



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 ☐

2007 JUN - 8 AM 10: 42
15-MAY-2007

Reference No.
10190770

OWNER INFORMATION (Type or Print)

Name

Address

City

COLUMBIA

State

MO

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? ☒ YES ☐ NO
In the absence of an answer, we will use your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 5/26/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3VWTE29M6YM _____

Make
VOLKSWAGEN

Model
JETTA

Model Year
2000

Date Purchased
07-AUG-03

Dealer's Name and Telephone Number

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
135100 VISIBILITY:REARVIEW MIRRORS/DEVICES:INTERIOR

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12-MAY-2007

Failure Mileage
61500

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: DOTM19ABC036)

☐ 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).

TL*THE CONTACT OWNS A 2000 VOLKSWAGEN JETTA. THE CONTACT STATED THAT THE AUTOMATIC TINTING LIQUID IN THE REAR VIEW MIRROR IS LEAKING, AFFECTING THE PLASTIC NEAR THE GEAR SHIFT, AND THERE ARE HOLES IN THE LEATHER SEATS. THE ENGINE SIZE IS UNAVAILABLE. THE CURRENT AND FAILURE MILEAGE WERE 61,500.

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.

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

Most importantly, once the fluid drained from the mirror, the visibility of the mirror was compromised. The clarity of your vision was severely affected, especially during night/ evening driving.

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

SAINT LOUIS MO 631

26 MAY 07 PM 05

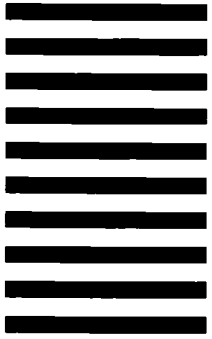
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



97.

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Volkswagen of America
3499 West Hamlin
Rochester Hills, MI
48309

[REDACTED]
Columbia, MO
Phone [REDACTED]

May 15, 2007

Dear Sir or Madam:

Re: Customer CARE File # 70159032

We would both very much appreciate your help. We have recently run into a problem with the rear view mirror in our 2000 Jetta.

The liquid tinting agent has leaked out of the interior rear view mirror. This caused considerable erosive damage to the plastic surrounding the gear shift below. It has caused not only an aesthetic issue, but I believe a very serious safety issue. The clarity and visibility of the mirror has been compromised.

When your customer CARE Center was notified, no resolution was found.

We have thoroughly enjoyed ownership of our Jetta up until now.

As stated, I feel that this is a severe safety issue and I would expect a company such as yours; one that heavily promotes the safety features of its vehicles, to respond a little more attentively to a customer with such a concern.

I would like to see this issue resolved.

Sincerely,

[REDACTED]

A voice mail was received on May 23rd, 2007 stating the following:

“Hi, my name is Courtney. I’m calling from Volkswagen of America. I am calling in regard to the letter you sent to us. If you could please return our call, our number here is 1-800-822-8987 and this is in reference to your case # 70159032. Thank you, we look forward to speaking with you.”

The call was returned, without any resolution of the issue.



FAX COVER SHEET

JOHN BOMMARITO
CADILLAC/ MAZDA/ VOLKSWAGEN
4190 N. SERVICE RD
ST. PETERS MO 63376
(636) 928-2300 ext. 1363
(636) 477-8912 SERVICE FAX

TO:



FROM: MARK SCHMUTZ

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).