



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 100383

Date Received

Repository

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Reference No.
10198026

OWNER INFORMATION (Type or Print)

Name

[REDACTED]

Daytime Telephone Number

E-mail Address

Address

[REDACTED]

Evening Telephone Number

City FRAMINGHAM

State MA

Zip Code [REDACTED]

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 ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3VWEG71K47M [REDACTED]		Make VOLKSWAGEN	Model JETTA	Model Year 2007
Date Purchased 01-MAY-07	Dealer's Name and Telephone Number COLONIAL VW 508-366-8383		Engine: No: Cylinders 5	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City WESTBOROUGH	State MA	Zip Code 01581	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC	
Multiple Failure: 10				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 15-MAY-2007	Failure Mileage 200	Failure Speed 45	
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured:	Number of Deaths	Reported to Police N
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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 CONTACTS OWN A 2007 VOLKSWAGEN JETTA. THE CONTACT HAS BEEN EXPERIENCING BRAKE FAILURE SINCE THE FIRST TWO WEEKS AFTER THE VEHICLE WAS PURCHASED. HE STATED THAT THE BRAKES GRIND WHENEVER HE ATTEMPTS TO STOP. WHILE DRIVING 45 MPH, HE ATTEMPTED TO ACCELERATE AND THE VEHICLE HESITATED. ON JUNE 11, 2007, HE ARRIVED AT WELLESLEY VOLKSWAGEN AND SPOKE TO THE SERVICE MANAGER. THE SERVICE MANAGER ACKNOWLEDGED THAT THE TRANSMISSION WAS FAULTY AND DISCOVERED AN ERROR REGISTERED IN THE COMPUTER. WELLESLEY WOULD NOT PROVIDE A LOANER VEHICLE, BUT THE CONTACT WAS ABLE TO RETRIEVE HIS VEHICLE WITHIN A FEW DAYS. HOWEVER, THE BRAKES CONTINUE TO GRIND. HE CALLED VOLKSWAGEN, BUT NO ONE WOULD SPEAK TO HIM. THE CURRENT MILEAGE IS 3,000 AND FAILURE MILEAGE WAS 200.

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.