



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) 2007 SEP 18 PM 12:15
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100383

Date Received

Repository

Reference No.
10198026

OWNER INFORMATION (Type or Print)

Name

Address

City FRAMINGHAM

State MA

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3VWEG71K47M

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

Dealer's City
WESTBOROUGH

State
MA

Zip Code
01581

Transmission Type
AUTOMATIC

Antilock Brakes
 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

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: DOTM9ABC036)

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 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.