



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: 05-SEP-2007
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Repository []
Reference No. 10201982

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City RALEIGH State NC Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [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 address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 10/3/2007 3 Oct 2007

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3VWSF71K35 [REDACTED]
Make VOLKSWAGEN Model NEW JETTA Model Year 2005
Date Purchased 21-JUL-05 Dealer's Name and Telephone Number LEITH VOLKSWAGON 919-297-1640 Engine: No: Cylinders 5 Fuel Type: Gas
Original Owner Dealer's City CARY State NC Zip Code 27511
Transmission Type AT Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 034520 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 31-AUG-2007 Failure Mileage 20500 Failure Speed 0 rear brake pads

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

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

20K MILES, NOTICED REAR GRINDING SOUND WHEN BRAKING. SOUND SEEMED TO DISSIPATE AFTER A FEW HUNDRED FEET OF BRAKING. HOWEVER, IT TURNS OUT THAT THE GRINDING SOUND WAS THE REAR PADS HAVING BEEN WORN DOWN TO THE RIVETS. I NOW HAVE TO REPLACE THE REAR ROTORS AND REAR PADS, AT 20K MILES. THIS IS VERY UNUSUAL. SHOULD BE ABLE TO GO TO 60K MILES ON REAR PADS, PERHAPS AS SOON AS 30K ON FRONTS. *TR

Note that had I not paid attention to the brake failure symptoms (noise), a potentially life-threatening incident could have occurred, if, persey, the car was MT and only parking brake used to immobilize the vehicle on an incline. Or worse the rear brakes could have caught fire on heavy use.

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 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.