



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

29-JAN-2009

Repository ☐

Reference No.

10256832

OWNER INFORMATION (Type or Print)

Name

Address

City

OPHIR

State

OR

Zip

C

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 _____ Date 2/16/09

VEHICLE INFORMATION

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

3VWRF29M8Y

Make

VOLKSWAGEN

Model

JETTA

Model Year

2000

Date Purchased

Dealer's Name and Telephone Number

Lithia 541-774-7500

Engine:

No: Cylinders

4

Fuel Type:

diesel

Original Owner

☐

Dealer's City

Medford

State

OR

Zip Code

97500

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

31-OCT-2008

Manual

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

Failure Mileage

86900

Failure Speed

30

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

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).

TL*THE CONTACT OWNS A 2000 VOLKSWAGEN JETTA. THE CONTACT TOOK THE VEHICLE TO THE DEALER FOR MAINTENANCE WORK. WHILE IT WAS BEING TEST DRIVEN AT 30 MPH, THE ENGINE FAILED. THE MECHANIC STATED THAT A SEAL FAILED, WHICH ALLOWED THE ENGINE TO FAIL. THE CONTACT WAS UNAWARE OF WHICH SEAL WAS AFFECTED. THE DEALER REPAIRED THE VEHICLE AND INSTALLED A NEW ENGINE. THE MECHANIC ALSO STATED THAT THEY WERE AWARE OF THE FAILURE DUE TO ~~THEIR OWN~~ OTHERS THAT HAVE EXPERIENCED THE SAME FAILURE. THE FAILURE MILEAGE WAS 86,900 AND CURRENT MILEAGE WAS 89,000.

ATTACHED DOCUMENTS: CRASH REPORT, ENGINE AND ENGINE COOLING

ATTACHED DOCUMENTS: CRASH REPORT, ENGINE AND ENGINE COOLING

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)

See attached service bill and inspector report. Engine that failed has been taken to a local mechanic for analysis.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

EUGENE OR 974

17 FEB 2009 PM 2 T

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

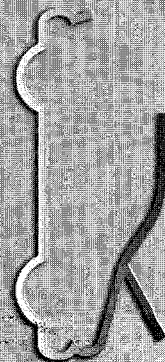
PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**

**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

safercar.gov

CUSTOMER #:

72385

LITHIA

AMERICA'S CAR & TRUCK STORE

LITHIA VOLKSWAGEN #12

801 N. RIVERSIDE
MEDFORD, OR 97501
(541) 774-7500
FAX (541) 774-7522

INVOICE

DUPLICATE 1

PAGE 1

OPHIR. OR

HOME

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 87164 REBEKAH DURHAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	00	VOLKSWAGEN JETTA	3VWRF29M8Y		86926/86953		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08FEB00	IS01JAN00		18:00 06DEC08		0.00	CASH	06DEC08
R.O. OPENED		READY		OPTIONS: STK:YM110002 ENG:1.9_Liter_Turbo			
				TRN:MANUAL			
08:55 31OCT08		16:04 06DEC08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES VEHICLE IS LOSING POWER GOING OVER HILLS

991 LOSS OF POWER DIAGNOSIS & REPAIR

12310 CVR 5.00

540.00 540.00

1 069-131-547-D GASKET

6.60 6.60 6.60

3 038-131-547-A GASKET

7.18 7.18 21.54

1 028-129-717-D GASKET

13.78 13.78 13.78

1 N-903-168-02 SEAL

1.44 1.44 1.44

1 032-121-142 SPRING

0.46 0.46 0.46

PARTS: 43.82 LABOR: 540.00 OTHER: 0.00 TOTAL LINE A: 583.82

86926 FOUND INTAKE MANIFOLD PLUGGED WITH SOOT AND EGR COOLER PLUGGED. REMOVED INTAKE MANIFOLD, EGR VALVE & EGR COOLER, CLEANED, REINSTALLED AND ROAD TESTED VEHICLE TO VERIFY REPAIR. ON ROAD TEST ENGINE HAD A RUN AWAY CONDITION AND ENGINE WAS DAMAGED. ENGINE OVER REVED AND TECHNICIAN COULD NOT SHUT OFF BEFORE ENGINE FAILED. REMOVED FAILED ENGINE, REPLACED WITH USED ENGINE ASSEMBLY, TRANSFERED PARTS AS NECESSARY TO MAKE REPLACEMENT ENGINE FUNCTION. AFTER INSTALLATION FOUND THE USED ENGINE EGR COOLER LEAKING WATER AT WATER INLET. REMOVED AND REPLACED WITH EGR COOLER FROM ORIGINAL ENGINE, CHANGED OIL & FILTER, FILLED COOLING SYSTEM WITH NEW COOLANT AND RAN ENGINE ON HOIST FOR APPROX 45 MINUTES THEN PERFORMED EXTENDED TEST DRIVE AND RECHECKED. VEHICLE OPERATING AS DESIGNED AT THIS TIME.

B COURTESY VEHICLE INSPECTION TO HELP PROTECT YOUR INVESTMENTS

LONGEVITY. *

VI SEE ATTACHED INSPECTION SHEET

12310 CVR 0.00

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C** ENGINE FAILED DURING TEST DRIVE - CHECK & ADVISE

991 ENGINE INSTALLATION

12310 IVM 12.00

(N/C)

991 USED ENGINE INSTALLED WITH LITHIA 12

*I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or initials

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

In the course of servicing, OE equivalent parts may be used.

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

W

A

WESTERN APPRAISERS

OF MEDFORD

P.O. BOX 4543
MEDFORD, OREGON 97501
TELEPHONE (541) 773-8680
FAX (541) 773-9824

SERVING
SOUTHERN
OREGON

DECEMBER 6, 2008

OUR INSPECTION WAS ON 12/4/08 AT LITHIA VOLKSWAGON IN MEDFORD. WE FOUND THE ENGINE HAD BEEN REMOVED. IT HAD 2 BROKEN RODS #3 & #4 AND LARGE HOLES IN THE BLOCK. THERE WAS NO TEARDOWN ON THE ENGINE. THERE WAS ENGINE OIL IN THE INDUCTION SYSTEM (HOSES, INNER COOLER AND INTAKE MANAFOLD) AFTER THE TURBO CHARGER AND NONE BEFORE THE TURBO. THIS INDICATING THE SOURCE OF THE OIL IS THE TURBO CHAGER AS IT IS LUBRICATED WITH PRESSURIZED ENGINE OIL. THE NATURE OF THE DAMAGE IS CONSISTENT WITH A HYDRAULIC LOCK OR A VOLUME OF OIL GETTING IN THE CYLINDER AND STOPPING THE PISTON. WE CHECKED THE DEVICE DESIGNED TO STOP THE ENGINE BY SHUTTING OFF THE AIR SUPPLY AND FOUND IT IN OPPERABLE CONDITION WITH NO BINDING OR STIFF OPERATION. THE CONNECTION WAS UNHOOKED TO REMOVE THE ENGINE AND WOULD HAVE BEEN UNHOOKED TO CLEAN THE INTAKE SYSTEM AS THE SHOP HAD JUST DONE. TURNING OFF THE KEY TRIPS THIS DEVICE AND TURNS OFF THE ENGINE BY SHUTTING OFF THE AIR SUPPLY AND THEREFORE KILLING THE ENGINE. THIS IS USED TO STOOP THE ENGINE EVERYTIME IT IS STARTED. WE TALKED TO THE MECHANIC WHO HAD WORKED ON THIS VEHICLE AND WAS DRIVING WHEN THIS OCCURED. HE ADVISED THAT HE HAD STEPPED ON THE BRAKES AS SOON AS IT STARTED TO RUNAWAY AND THAT HE DID NOT HAVE TIME TO TURN OFF THE KEY BEFORE THE ENGINE STOPPED.

CONCLUSION

IF THE OIL LOSS FROM THE TURBO WAS OCCURING BEFORE THEY WORKED ON IT THE OIL IN THE INDUCTION SYSTEM SHOULD HAVE BEEN FOUND WHEN THEY CLEANED THE INTAKE MANAFOLD. ALSO PROMPTLY TURNING OFF THE KEY SHOULD HAVE PREVENTED THE DAMAGE PROVIDING THE DEVICE THAT NORMALLY STOPS THE ENGINE WAS PROPERLY PLUGGED IN WHEN THE INTAKE MANAFOLD WAS CLEANED AND REINSTALLED.

WE DID NOT DISCUSS OUR CONCLUSIONS WITH THE REPAIR SHOP OR THE MECHANIC.