



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 ☐

03-FEB-2009

Reference No.

10257289

OWNER INFORMATION (Type or Print)

Name

Address

City

CENTRAL ISLIP

State

NY

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?
In the absence of an authorized address to the vehicle manufacturer. ☒ YES ☐ NO
Signature of Owner _____ Date 2/19/09

VEHICLE INFORMATION

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

3VWSA69M05

Make

VOLKSWAGEN

Model

JETTA

Model Year

2005

Date Purchased

1/05

Dealer's Name and Telephone Number

Smithtown Saab & VW 631-724-6615

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Smithtown

State

NY

Zip Code

11787

4

Transmission Type

Auto
matic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

06-JAN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 EXTERIOR LIGHTING

Failure Mileage

71207

Failure Speed

0

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

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 2005 VOLKSWAGEN JETTA. IN APRIL OF 2007, THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 07V063000 (EXTERIOR LIGHTING: BRAKE LIGHTS: SWITCH). THE VEHICLE WAS REPAIRED AT THAT TIME. APPROXIMATELY A YEAR AND A HALF LATER, THE BRAKE LIGHT SWITCH BEGAN TO FAIL AGAIN. WHEN THE BRAKE PEDAL WAS DEPRESSED, THE BRAKE LIGHT SWITCH WOULD NOT STOP ILLUMINATING ON THE INSTRUMENT PANEL AND THE VEHICLE WOULD NOT SHIFT GEARS. THE VEHICLE WAS TURNED OFF APPROXIMATELY THREE TIMES AND, FINALLY, THE BRAKE LIGHT DIMMED AND THE VEHICLE BECAME MOBILE. THE FAILURE OCCURRED INTERMITTENTLY FOR ONE MONTH AND THE CONTACT CALLED THE DEALER. SHE WAS INFORMED THAT THE BRAKE LIGHT SWITCH WAS DEFECTIVE. THE MANUFACTURER STATED THAT SINCE THE FAILURE OCCURRED MORE THAN TWELVE MONTHS LATER, THEY WERE NOT LIABLE FOR THE REPAIRS. THE CURRENT MILEAGE WAS 71,707 AND FAILURE MILEAGE WAS 71,207.

2/19/09

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.



Smithtown

SAAB • VOLKSWAGEN

530 EAST JERICHO TPKE. P.O. BOX 1406
SMITHTOWN, NEW YORK 11787

SALES: (631) 724-6600
SERVICE (631) 724-6615
FAX: (631) 724-6042
PARTS: (631) 724-6721



CELL:

CUSTOMER NO.	ADVISOR NANCY	TAG NO.	INVOICE DATE 02/03/09	INVOICE NO.
	LABOR RATE 99.00	LICENSE NO.	COLOR PLATINUM GR	STOCK NO.
	YEAR / MAKE / MODEL 05/VOLKSWAGEN/JETTA GLS/4DR SDN	MILEAGE 71,707	DELIVERY DATE 01/13/05	DELIVERY MILES 8
	VEHICLE ID. NO. 3 V W S A 6 9 M 0 5		SELLING DEALER NO. 408353	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/03/09	
COMMENTS E# 8BW019730			MO: 71708	

LABOR & PARTS
J# 1 02SAZ-06 CK. BRAKE LIGHTS HOURS: 0.50 TECH(S): 139 49.50

OWNER STATES: BRAKE LIGHTS STAYING ON.
SCANNED VEHICLE FOR CODES, FOUND CODE FOR FAULTY BRAKE
LIGHT SWITCH.
REMOVED AND REPLACED BRAKE LIGHT SWITCH.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	1C0-945-511-A-NAR	SWITCH	16.01	
				JOB # 1 TOTAL PARTS	16.01
				JOB # 1 TOTAL LABOR & PARTS	65.51

J# 2 04SAZ-01 CK. SHIFTER OPER. HOURS: TECH(S): 139 0.00

OWNER STATES: INTERMITTENTLY SHIFTER WILL NOT COME OUT
OF PARK.
REFER TO JOB #1

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$99.00 (+TAX)
TECHNICIAN CERTIFICATION
139 CHRIS D 5YG2

TOTALS

YOUR PATRONAGE IS GREATLY APPRECIATED, IF THERE IS ANYTHING
WE COULD DO BETTER, PLEASE LET US KNOW.

THANK YOU FOR SERVICING WITH US
TERRY PINE-SERVICE DIRECTOR
AND SERVICE ADVISORS
MAUREEN MURPHY FOR SAAB

NANCY ZAYAS, TOM WILDE AND DAVID ZELEN FOR VOLKSWAGEN
SHOP FORMAN DAVID GOULD FOR VW AND DON HARTMANN FOR SAAB AND
RECEPTIONIST AND APPOINTMENTS BARBARA MARKS

TOTAL LABOR....	49.50
TOTAL PARTS....	16.01
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.65

TOTAL INVOICE \$ 71.16

CUSTOMER SIGNATURE

PAID CASH 60⁰⁰
PAID VISA 11¹⁶
\$ 71.16

NYS MV R/S REG. NO. R-7044946

ALL PARTS ARE NEW EXCEPT AS NOTED

THESE REPAIRS ARE COVERED BY A
LIMITED WARRANTY, LABOR PARTS FOR
12 MONTHS OR 12,000 MILES WHICHEV-
ER COMES FIRST FOR SAAB AND VOLK-
SWAGEN CARS ONLY. ALL OTHER VEHI-
CLES ARE 90 DAYS OR 4,000 MILES
WHICHEVER COMES FIRST.

LIMITED PARTS WARRANTY ANY WAR-
RANTIES ON THE PRODUCTS SOLD
HEREBY ARE THOSE MADE BY THE MAN-
UFACTURER. THE SELLER HEREBY
EXPRESSLY DISCLAIMS ALL WAR-
RANTIES, EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTY OF
MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND NEITHER
ASSUMES NOR AUTHORIZES ANY OTHER
PERSON TO ASSUME FOR IT ANY LIABILI-
TY IN CONNECTION WITH THE SALE OF
SAID PRODUCTS.

CUSTOMER RECEIPT OF COPY

2nd
Brake light
switch
paid FOR

SMITHTOWN SAAB VW
530 EAST JERICO TURNPK
SMITHTOWN, NY 11787

02/03/2009

08:36:29

Merchant ID:

000000004487203

Terminal ID:

01380248

317200285995

CREDIT CARD

VISA SALE

CARD #

XXXXXXXXXXXX

INVOICE

Batch #:

000238

Approval Code:

123259

Entry Method:

Swiped

Approved:

Online

SALE AMOUNT

\$11.16

CUSTOMER COPY



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530 EAST JERICHO TPKE. P.O. BOX 1406
SMITHTOWN, NEW YORK 11787

SALES: (631) 724-6600
SERVICE: (631) 724-6615
PARTS: (631) 724-6721



THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FOR SAAB AND VOLKSWAGEN CARS ONLY. ALL OTHER VEHICLES ARE 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST.

LIMITED PARTS WARRANTY ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

CUSTOMER RECEIPT OF COPY

ALL PARTS ARE NEW EXCEPT AS NOTED

NYS MV R/S REG. NO. R-7044946

Original Recall Brake Light Switch
I had Replaced

CUSTOMER NO.	ADVISOR NANCY	INVOICE DATE 05/19/07	IN
LABOR RATE 99.00	LICENSE NO.	MILEAGE IN 45477	COLOR PLATINUM GR
YEAR/MAKE/MODEL 05/VOLKSWAGEN/JETTA GLS/4DR SDN	DELIVERY DATE 01/13/05	DELIVERY MILES 8	STOCK NO.
VEHICLE ID NO. 3VW3A69H05	SELLING DEALER NO.	PRODUCTION DATE	
RTE. NO.	P.O. NO.	R.O. DATE 05/19/07	
E# BBW019730			MILEAGE OUT 45482

LABOR & PARTS				22.00
J# 1 80SAZ-JM-A	JM&A V/W SERVICES	HOURS:	TECH(S):120	
JM&A VOLKSWAGEN EXTENDED VEHICLE PROTECTION FOR NEW VEHICLES				
PERFORM OIL AND FILTER CHANGE.				
COMPLETED OIL AND FILTER CHANGE.				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	22.00
J# 2 00SAMISC	MISC	HOURS:	TECH(S):120	INTERNAL
JM&A DIFFERENCE				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	06A-115-561-B	OIL FILTER	INTERNAL
JOB # 2	5	ZVW-352-530	ENGINE OIL	INTERNAL
JOB # 2	1	N-013-849-3	WASHER	INTERNAL
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 99SAZ-N4	REPL BRAKE LIGHT SW	HOURS: 0.40	TECH(S):120	WARRANTY
2001-2005 JETTA AND JETTA WAGON				
2001-2007 NEW BEETLE				
2003-2007 NEW BEETLE CONVERTIBLE				
1999-2006 GOLF/GTI				
2004 R32				
COMPLETED N4 RECALL, REPLACED BRAKE LIGHT SWITCH.				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	1C0-945-511-A-NAR	SWITCH	WARRANTY
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4 07SAZ	DIAG ENGINE SYSTEM	HOURS: 1.70	TECH(S):120	WARRANTY
OWNER STATES, WHILE VEHICLE IS RUNNING HEARING SOME SORT OF WHINNING NOISE THAT IS CONSTANT.				
CHECKED AND FOUND FUEL PUMP EXCESSIVELY NOISEY				
REMOVED FUEL FROM TANK, REMOVED AND REPLACED FUEL PUMP AND FUEL FILTER. RE-FILLED FUEL, ROAD TESTED, ALL OK.				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	1J0-919-087-Q	MODULE	WARRANTY
JOB # 4	1	1J0-201-051-B	FUEL FILTER	WARRANTY
JOB # 4	2	N-024-122-2	CLIP	WARRANTY
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$22.00 (+TAX)

COMMENTS
LOF WAITING RECALL