 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
	<p>Date Received OCT 25 2010 12-AUG-2010</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10348953</p>	
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		None
City	State	Zip Code	Voice-mail after 6 rings)	
HOUSTON	TX			
<p>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</p>				
VEHICLE INFORMATION				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year
3VWAX7AJXAM		VOLKSWAGEN	JETTA	2010
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
Feb., 2010	GENERAL MANAGER - JARED MOMENTUM VOLKSWAGEN + AUDI 713-596-3500 LANG		No: Cylinders	Gasoline
Original Owner	Dealer's City	State	Zip Code	
<input checked="" type="checkbox"/>	HOUSTON	TX	77098	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
Automatic	<input checked="" type="checkbox"/> Cruise Control		YES	01-MAY-2010, 30-AUG-2010, 12-SEPT-2010
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Codes: 160000 STRUCTURE, 130000 VISIBILITY			Failure Mileage	Failure Speed
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 None yet.	Number of Deaths None yet.	Reported to Police N
<p>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).</p>				
<p>TL*THE CONTACT OWNS A 2010 VOLKSWAGEN JETTA. DURING MODERATE TO HEAVY RAINY WEATHER CONDITIONS LARGE AMOUNTS OF WATER FLOWED ONTO THE WINDSHIELD DUE TO THE DESIGN OF THE ROOF. THE DESIGN OF THE WINDSHIELD WIPERS ALSO FORCED LARGE AMOUNTS OF WATER INTO THE VIEWING RANGE OF THE DRIVER. THE MANUFACTURER WAS NOTIFIED AND INFORMED HIM THAT THE VEHICLE WAS OPERATING AS DESIGNED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN AND THE CURRENT MILEAGE WAS 1,754.</p>				
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p>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.</p>				

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Two documented instances I could not drive 2010 JETTA:

Tues., Aug. 30, 2010, 3:15 p.m. Raining hard while driving on freeway. Had to get off freeway for visibility was 0. Parked at service station with over hang until raised stopped!

Sun., Sept. 12, 2010, 6:15 p.m. Needed to go home in Jetta to take scheduled medicine but could not drive car due to heavy rain. I was 1 hour 50 minutes late in taking scheduled 30-day medicine!

Note: During Houston, Texas, hurricane season (June 1 - Dec 1 of every year) I will not be able to use my 2010 Jetta to evacuate from city because of stated roof / front windshield design defects that cut visibility to 0! Please help address problem as VW Group of America refuses to acknowledge serious problem. Their 2011 has been redesigned. I wonder why.

ATTACH ADDITIONAL SHEETS IF NECESSARY

PLEASE RECALL ALL 2010 VOLKSWAGEN JETTAS! I ACTUALLY TRIED TO RETURN 2010 JETTA IN JUNE, 2010 BUT THE DEALER AND VW GROUP AMERICA REFUSED!

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

HOUSTON TX 770

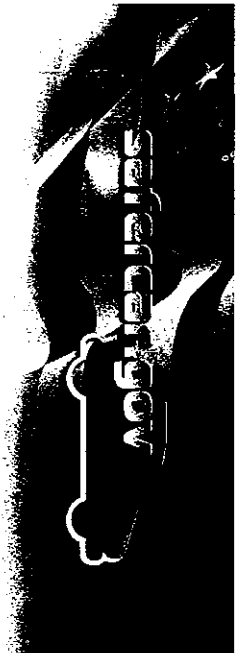
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



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