

 <p>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</p>		FOR AGENCY USE ONLY 100148	
		Date Received 23-SEP-2010	Repository <input type="checkbox"/> Reference No. 10357213
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City DUNNELLON	State FL	Zip Code	
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).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3VWJL7AJ8AM		Make VOLKSWAGEN	Model JETTA <i>cup Edition</i>
Date Purchased <i>8/25/10</i>		Model Year 2010	
Dealer's Name and Telephone Number <i>V.W. OF Ocala</i>		Engine: No: Cylinders <i>4</i>	Fuel Type: <i>TDI</i> <i>Deisel</i>
Original Owner <input checked="" type="checkbox"/>	Dealer's City <i>Ocala</i>	State <i>FL</i>	Zip Code <i>34474</i>
Transmission Type <i>Manual</i> <i>Auto.</i>	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: <i>Auto/Manual</i>
		Incident Date(s) 12-SEP-2010 <i>On going from 8/25/10</i>	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 103000 POWER TRAIN; AUTOMATIC TRANSMISSION		Failure Mileage 380 <i>3 miles</i>	Failure Speed <i>0-50</i>
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: DOTM49ABC036)	<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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).			
<p>TL*THE CONTACT OWNS A 2010 VOLKSWAGEN JETTA. WHILE THE CONTACT WAS DRIVING APPROXIMATELY 50 MPH, THE TRANSMISSION BEGAN TO HESITATE IN A JERKING MOTION. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THEY INFORMED THAT THE TRANSMISSION FUNCTIONED NORMALLY. IN ADDITION, ON A SEPARATE OCCASION THE TRANSMISSION SLIPPED AND THE GEARS WOULD NOT SHIFT PROPERLY. THE VEHICLE WAS TAKEN BACK TO THE DEALER AND THE TECHNICIAN WAS UNABLE TO LOCATE A PROBLEM. THERE WAS A RECALL ASSOCIATED WITH THE NHTSA CAMPAIGN ID NUMBER 09V333000 (POWER TRAIN: AUTOMATIC TRANSMISSION). THE RECALL SPECIFIED THAT THE VEHICLE MUST BE MANUFACTURED BETWEEN SEPTEMBER 2008 AND AUGUST 2009. THE VEHICLE PRODUCTION YEAR WAS NOT INCLUDED IN THE RECALL. THE CONTACT EXPERIENCED THE IDENTICAL SAFETY DEFECT AS MENTIONED IN THE RECALL. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 380.</p> <p><i>Since we were unable to have the problem corrected at the Ocala dealer ship we took the vehicle to Dept of Asheville, N.C. VW, they replaced a faulty computer chip. Vehicle now operating fine.</i></p>			
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.			