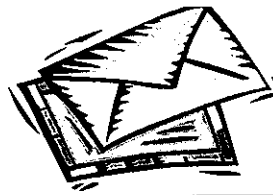


NHTSA ccmMercury Routing Slip



CL-10367558-1739

Printed: 11/18/2010

NHTSA #: ES10-007311

XREF #:

Delivery: FAX

Rec'd Date: 11/15/2010

Doc Type: GEN

Address To: NHTSA

Referred By: NPO-011

Doc Date: 11/11/2010

Due Date:

S10 #:

DOT/I #:

RMP #:

Subject: REEQUEST FOR COMPLETE CONSUMER COPIES RE SAFETY REPORT

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: TMAPP x62870

Ack By:

Signature: NRN

Cleared By:

XREF File:

Modified By: TAMMY.MAPP

Signed For:

Cleared For:

Closed Date: 11/15/2010

Most Recent Comment:

Author:

[REDACTED]

[REDACTED]

TACOMA, WA

Tel: [REDACTED] Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	11/15/2010		11/15/2010
NVS-010	INFORMATION	11/15/2010		11/15/2010

NOV 19 2010

NM

111910

TGW

Date: November 11, 2010

1.) NHTSA – National Highway Traffic Safety Administration

1200 New Jersey Ave. SE W41-307

Washington DC 20590

Email: webmaster@nhtsa.dot.gov

Phone 202-366-1834

FAX 202-366-3820

EXECUTIVE SECRETARIAT

2010 NOV 15 P 1:55

RECEIVED - NHTSA

SUBJECT: Request for COMPLETE CONSUMER Copies re Safety Report

Dear Sir or Madam,

The purpose of this FAX is to request FULL UNDERLYING CONSUMER COPIES OF copies of the following Safety Hazard Reports:

- 1.) Volkswagen Jetta 1998 Safety Report #704289
- 2.) Volkswagen Jetta 1998 Safety Report #884022
- 3.) Volkswagen Jetta 1998 Safety Report #8016039

These reports are regarding battery acid that drips onto the power steering reservoir. The power steering reservoir fails and causes a loss of power steering.

Attached is a typed summary of the safety complaints that I printed off the Internet. I would like to see the original full consumer complaints.

Please send a written estimate for the copies to my address. Please phone in an estimate to my message phone. Your prompt attention to this matter is appreciated.

Sincerely,

Tacoma, WA

Message Phone

1/2

E810-007311

VOLKSWAGEN JETTA ELECTRICAL SYSTEM: BATTERY

VOLKSWAGEN JETTA 1998 Safety Report #704289

VOLKSWAGEN JETTA 1998 car safety problem was reported on Feb 25, 1999. VOLKSWAGEN JETTA 1998, manufactured by VOLKSWAGEN OF AMERICA, INC had a problem with ELECTRICAL SYSTEM: BATTERY. IF BATTERY IS OVERFILLED OR LEAKS AND DRIPS ONTO THE POWER STEERING RESERVOIR THE RESERVOIR WILL FAIL. THIS FAILURE IS CATASTROPHIC IN NATURE AND CAN CAUSE THE LOSS OF POWER STEERING, VEHICLE CONTROL AND EXTENSIVE DAMAGE TO THE POWER STEERING PUMP. THE LOSS OF FLUID OCCURED ON MY VEHICLE WITH ONLY 9 MONTHS OF SERVICE. FORTUNATELY THE CAR WAS PARKED AND THE POWER STEERING PUMP WAS NOT IMPACTED. THE DEALER SUPPORT AT RANDY HILEY VOLKSWAGEN IN ARLINGTON TEXAS WAS IMMEDIATE AND THOROUGH. AFTER DISCUSSION, VOLKSWAGEN REFUNDED ALL BUT THE TOWING CHARGES FOR THIS REPAIR THROUGH RANDY HILEY VOLKSWAGEN IN ARLINGTON, TEXAS. ON THE 1999 MODEL THE PART HAS BEEN MOVED FROM UNDERNEATH THE BATTERY. DEALERSHIP SERVICE DEPARTMENT PERSONNEL INDICATED THAT THIS WAS NOT THE 1ST TIME THIS FAILURE HAD TO BE REPAIRED AT THEIR FRANCHISE. MY CONCERN IS THAT THIS REPAIR CURED THE IMMEDIATE SYMPTOM BUT WHAT HAPPENS IF ACID CONTACTS THIS COMPONENT AGAIN DURING ROUTINE MAINTENANCE, LATER LIFE BATTERY CHANGEOUT ETC. THE PART IS STILL LOCATED BENEATH THE BATTERY. THE MATERIAL OF CONSTRUCTION IS UNCHANGED. CAN THIS PART BE REPLACED IN A RECALL WITH A MATERIAL THAT IS BETTER SUITED FOR CONTACT BY ACID? 0 person(s) were injured. 0 person(s) died. Vehicle Identification Number (VIN): 3VWRP81H2WM. Problem was reported in ARLINGTON, TX.

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VOLKSWAGEN JETTA 1998 Safety Report #887381

VOLKSWAGEN JETTA 1998 car safety problem was reported on . VOLKSWAGEN JETTA 1998, manufactured by VOLKSWAGEN OF AMERICA, INC had a problem with ELECTRICAL SYSTEM: BATTERY. THE BATTERY EXPLODED. NLM. Vehicle Identification Number (VIN): 3VWRB81H5WM. Problem was reported in UNK, UN.

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VOLKSWAGEN JETTA 1998 Safety Report #884022

VOLKSWAGEN JETTA 1998 car safety problem was reported on Feb 27, 2001. VOLKSWAGEN JETTA 1998, manufactured by VOLKSWAGEN OF AMERICA, INC had a problem with ELECTRICAL SYSTEM: BATTERY. BATTERY FAILED TO HAVE AN ACID RELEASE HOSE. ACID HAD DRIPPED ONTO POWER STEERING RESERVOIR & ATE THROUGH IT. THIS CAUSED A LOSS OF STEERING FLUID, POWER STEERING, AND CONTROL OF VEHICLE. *AK *SLC. Vehicle Identification Number (VIN): 3VWRP81H1WM. Problem was reported in EMMANS, PA.

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VOLKSWAGEN JETTA 1998 Safety Report #748456

VOLKSWAGEN JETTA 1998 car safety problem was reported on July 14, 2001. VOLKSWAGEN JETTA 1998, manufactured by VOLKSWAGEN OF AMERICA, INC had a problem with ELECTRICAL SYSTEM: BATTERY. BATTERY EXPLODED WHILE STARTING THE ENGINE. AFTER RESEARCHING ON LINE, I'VE DETERMINED THAT THIS MAY BE A LARGER PROBLEM. *AK. Vehicle was involved in a fire. Vehicle Identification Number (VIN): 3VWRP81H9WM. Problem was reported in BIRMINGHAM, AL.

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VOLKSWAGEN JETTA 1998 Safety Report #8016039

VOLKSWAGEN JETTA 1998 car safety problem was reported on May 15, 2001. VOLKSWAGEN JETTA 1998, manufactured by VOLKSWAGEN OF AMERICA, INC had a problem with ELECTRICAL SYSTEM: BATTERY. BATTERY ACID LEAKED ON RESERVOIR CAUSING RESERVOIR TO LEAK FLUID, WHICH COULD CAUSE LOSS OF STEERING. DEALER CONTACTED. *AK. Vehicle Identification Number (VIN): PLEASE FILL. Problem was reported in LITTLERIVER, SC.

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VOLKSWAGEN JETTA 1998 Safety Report #10003025

VOLKSWAGEN JETTA 1998 car safety problem was reported on Jan 25, 2002. VOLKSWAGEN JETTA 1998, manufactured by VOLKSWAGEN OF AMERICA, INC had a problem with ELECTRICAL SYSTEM: BATTERY. I OWN A 1998 VOLKSWAGEN JETTA GL. THE CAR BATTERY EXPLODED WHILE IN OPERATION. I HAVE DIGITAL PHOTOS OF THE BATTERY IF REQUESTED. IT DIDN'T SEEM NORMAL AND SO I FIGURED I'D FILE A REPORT. Mileage was 69050 miles. Vehicle Identification Number (VIN): 3VWRB81H0WM. Problem was reported in SAN DIEGO, CA.