



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
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ROCHESTER State MN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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
3VWTL7AJ1AM [REDACTED] Make VOLKSWAGEN Model JETTA Model Year 2010
Date Purchased 4-5-2010 Dealer's Name and Telephone Number PARK PLACE MOTOR CARS Engine: No: Cylinders 4 Fuel Type: DIESEL
Original Owner Dealer's City ROCHESTER State MN Zip Code 55901
Transmission Type AUTO Antilock Brakes Cruise Control Powertrain FWD Multiple Failure: YES Incident Date(s) 19-MAY-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 080000 FUEL SYSTEM, DIESEL Failure Mileage 2 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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 2010 VOLKSWAGEN JETTA TDI. THE CONTACT STATED THAT THE VEHICLE BEGAN TO ACCELERATE THEN STALL WHEN THE ACCELERATOR PEDAL WAS ENGAGED. THE DEALER INSPECTED THE VEHICLE FOR FOUR DAYS AND STATED THAT WAS HOW THE VEHICLE WAS DESIGNED TO CONTROL THE EMISSION SYSTEM. THE FAILURE MILEAGE WAS 2 AND THE CURRENT MILEAGE WAS 12,800.

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.

- The problem is what is stated on the NHTSA form
- This problem started with the first day I owned the car and continues to this day
- It happens almost everyday it is driven although not predictable, sometimes happens and sometimes it is OK
- The dealer has looked at it four times and say they can't find anything wrong with it according to their computer.
- The last time I took it back I told them to keep it for a month if they had to and figure it out. They called back in three days and said they checked with the VW district office and told me the car had to do this (hesitate, stalling) to meet emission standards
- I have sent a copy of my last visit to the dealers where they say emissions is the reason
- I find this is a lame excuse, it puts everyone in the car at risk every time it does this
- This usually happens when leaving a stop sign, stop light or entering the highway from an on ramp
- It will hesitate from just a moment to a couple of seconds which may not seem long but if you are in a line of cars and everyone is going and you just stop the car in the back has a good chance of hitting you. When pulling onto a highway from and on ramp I have had to pull over on the shoulder to keep from getting run in to because my VW decided to hesitate and not get up to speed
- When this happens it is like the car is in neutral, motor still going but nothing else happening, does not matter if you pump the gas pedal (diesel pedal) or hold it all the way down, it is not going to go until it wants to
- It has only completely stopped three times where I have had to turn the key and start it again
- If you could just have this car for highway driving it would be a great car, excellent mpg and very good handling
- I don't know what else to say other than I know one other person that has the same problem but there must be hundreds that don't have any problem.
- I just think there has to be a fix for this unsafe situation with these Jetta diesels and I hope they find the problem before someone gets hurt

