

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

AUG 23 2011 10

8/15/11

To: Investigators

I filed a complaint in March regarding stalling in a 2010 VW Jetta TDI. Since I filed the complaint, the stalling has continued - the latest occurrence was on 8/8/11.

The dealer did contact VW corporate when I took the car in March²⁰¹¹, but when I took it in August 2011 they had "no idea" what was occurring. They seem to think its the result of different additives in the fuel between winter & summer.

ODI Number
10386588



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Complaints - Search Results

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Search Results

Report Date : August 4, 2011 at 08:39 PM

ODI Numbers Searched: 10386588

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Results : 1 | All records displayed

Make : VOLKSWAGEN	Model : JETTA	Year : 2010
Manufacturer : VOLKSWAGEN OF AMERICA, INC		
Crash : No	Fire : No	Number of Injuries : 0
ODI ID Number : 10386588		Number of Deaths : 0
Date of Failure : March 2, 2011		
VIN : 3VWRL7AJ9AM...		
Component : ELECTRICAL SYSTEM: INSTRUMENT PANEL		

Summary:

ON A 40 DEGREE DAY I DROVE THE CAR ABOUT 1 MILE. AT A TRAFFIC LITE IT STALLED. I HAD TO KEEP THE CAR IN PARK UNTIL THE LIGHT CHANGED, THEN I PUT IT IN DRIVE. WHEN THE CAR WAS INITIALLY STARTED IT DIDNT "SEEM RIGHT" - DIDNT SEEM TO HAVE POWER OR PICK UP. I NOTICED THE TACHOMETER WAS QUICKLY BOUNCING BETWEEN 1800 RPM DOWN TO 400RPM PRIOR TO STALLING. CAR HAD HALF A TANK OF DIESEL, OUTSIDE WEATHER CONDITIONS WERE DRY. *TR

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SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

1200 New Jersey Avenue, U.S. Department of Transportation



112

8/15/11 - car stills stalls - took car back to dealer on 8/8 for stalling problem. copy of dealer invoice attached



OPEN ROAD VOLKSWAGEN of BRIDGEWATER

355 N. Gaston Avenue
SOMERVILLE, NJ 08876
838-685-1033
www.openroad.com



CUSTOMER NO. 107454	ADVISEE BRYAN HOWARTH	6846	TAG NO. 539	INVOICE DATE 08/08/11	INVOICE NO. VWCS12207
	LABOR RATE 110.00	LICENSE NO.	MI/LEAGE 32,185	COLOR RED	STOCK NO.
FLEMINGTON, NJ	YEAR MAKE MODEL 10/VOLKSWAGEN/JETTA/JETTA			DELIVERY DATE 11/25/09	DELIVERY MILES
	VEHICLE ID NO. 3 V W R L 7 A J 9 A M			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R.O. DATE 08/08/11	
	COMMENTS				MO: 32186

JOB# 1 CHARGES-----

LABOR
J# 1 00VWZ BASE OP-MAINT TECH(S):2300 INTERNAL
CUST STATES VEH STALLS OUT IN STOP AND GO TRAFFIC
SYMPTOM HAPPENS IN THE FIRST 2-3MILES OF DRIVING;
NORMAL WEATHER CONDITIONS; 1/4 TANK OF GAS; LAST
STALL OUT IN MARCH; PLEASE C/A
TEST DROVE CAR. COULD NOT DUPLICATE PROBLEM. SCANNED CAR FOR
FAULTS. NO FAULTS FOUND.COULD NOT DUPLICATE

JOB# 1 TOTALS-----

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 0.00

LABOR
J# 2 13VWZ SHUTTLE TECH(S):2300 INTERNAL
SHUTTLE
X057US00
X057/ 55/ USM/ 1SP
SHUTTLE BOTH WAYS

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS-----

THANK YOU FOR CHOOSING TO DO BUSINESS WITH US!!!!

* We want you to be EXTREMELY SATISFIED with *
* your experience at Volkswagen of Bridgewater *
* or let us know what we can do to improve it! *

You may receive a survey from VOLKSWAGEN in
reference to this visit. If for any reason you
cannot rate us with a "YES" on every question
please do not hesitate to contact me personally
at (908) 685-1033 to allow me the opportunity to
make your experience positive in ALL regards!
Sincerely, Scott Bannon (Service Manager)

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

TOTAL INVOICE \$ 0.00

Volkswagen of Bridgewater appreciates your business!

CUSTOMER SIGNATURE ***** DUPLICATE INVOICE *****

Service Hours

Monday - Friday
7:30 am - 7:00 pm
Saturday
8:00 am - 4:00 pm

Our goal is to provide "EXCELLENT" service.

Thank you for your business.

Parked in Spot # _____

OPEN ROAD QUALITY CONTROL INSPECTION

Inspected By _____ Date _____

Cust. Called For Del. By _____

Time _____ Date _____

CUSTOMER #: 107454
UNITS 18586

3 7 4 8 2

MILLENNIUM VOLKSWAGEN



355 N. GASTON AVE.
SOMERVILLE, NJ 08876
(908) 685-1033
www.millenniumvw.com

INVOICE

PAGE 1

FLEMINGTON, NJ

CONT:N/A
CELL:

SERVICE ADVISOR: 246 CAROL TURTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	10	VOLKSWAGEN JETTA	3VWRL7AJ9AM		26040/26044	T777	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
25NOV09 IS			17:00 15MAR11		105.00	CASH	15MAR11
R.O. OPENED		READY		OPTIONS: STK:18586 DLR:408220 1)81.3			
07:33 15MAR11	14:48 15MAR11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES IN THE PAST 2 WEEKS THE VEHICLE HAS SHUT OFF WHEN DRIVING IN THE MIDDLE OF AN INTERSECTION PLEASE CHECK AND ADVISE. SEE CUSTOMER ATTACHED NOTE FOR MORE INFORMATION.

CAUSE: RESECURED POOR CONNECTION TO FUEL PUMP RELAYS-VTA#720459

01500000 GFF/GUIDED FUNCTIONS

821 W03 (N/C)

01320026 TECHNICAL CHECK

821 W03 (N/C)

97091999 RESECURED FUEL PUMP RELAY CONNECTORS IN HOLDER

821 W03 (N/C)

01210004 TEST DRIVE

821 W03 (N/C)

01210002 TEST DRIVE

821 W03 (N/C)

FC: 206540 WWO

PART#:

COUNT:

CLAIM TYPE: 110

AUTH CODE:

*

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
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26044 ROAD TESTED USED 5052 G.F.F TEST PLANS NO FAULTS FOUND CHECKED FUEL SYSTEM T.T 01=10=11 NO FUEL PROBLEM OR CONTANITION. OPENED V..T.A TICKET CONTACTED VOLKSWAGEN HELP LINE SEE PRINT OUT. REMOVED AND REINSTALLED LOWER DRIVER SIDE PANEL HEADLIGHT SWITCH REMOVE AND INSTALLED LOWERED RELAY PANEL AND INSPECTED FUEL PUMP RELAYS IN LOCTACTION 1 AND 2 FOUND RELAYS ARE CRAY FOUND 3 PINS LOOSE AND NOT IN

LINE	OPCODE	TECH	TYPE	HOURS	DESCRIPTION	LIST	NET	TOTAL
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SERCURE LOCATION RE DIRECTED WIRES AND SERCURED IN RELAY HOUSING AND REINSTALLED AND SERCURED RELAYS AND LET CAR RUN FOR 2 HOURS AT IDLE AND ROAD TESTED AND NO STALLING .

B PROVIDE SHUTTLE SERVICE TO CUSTOMER

CAUSE: SHUTTLE

X057US00 SHUTTLE SERVICE

821 W03 (N/C)

FC: X05755 K21

PART#:

COUNT:

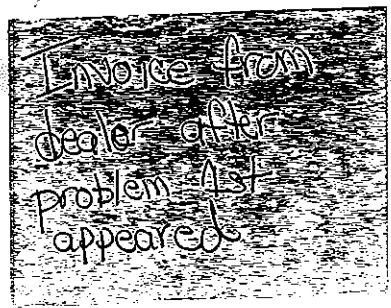
CLAIM TYPE: 1SP

AUTH CODE:

X057U

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
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SCHEDULE YOUR NEXT SERVICE APPOINTMENT ONLINE
WWW.MILLENNIUMVW.COM



No print out attached



Flemington, NJ



Office of Detect Investigations
NVS-210
1200 NJ Ave
S.E. West Bldg
Washington DC 20590

