

 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 10-MAR-2011 APR 11 2011	Repository <input type="checkbox"/> Reference No. 10389705
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address	
City WARREN	State OH	Zip Code [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 3VWCT21K96M [REDACTED]		Make VOLKSWAGEN	Model Year 2007
Date Purchased 4-27-07	Dealer's Name and Telephone Number Stadium Volkswagen, Inc. (330-726-8948)		Engine: 116 CID No. Cylinders 4
Original Owner <input checked="" type="checkbox"/>	Dealer's City Youngstown	State Oh	Zip Code 44513
Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 6-Speed Automatic	Multiple Failure: Yes	Incident Date(s) 01-JUN-2007
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION		Failure Mileage 31000	Failure Speed Between 5 & 10 mph.
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: DOTM9ABC036)	<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	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 2007 VOLKSWAGEN JETTA TURBO DIESEL. THE CONTACT STATED THAT WHEN DRIVING AT VARIOUS SPEEDS, THE TRANSMISSION WOULD ENGAGE INTO NEUTRAL CAUSING THE VEHICLE TO STALL. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE CONTACT WAS ADVISED THAT SHE WAS NOT PROPERLY DRIVING THE VEHICLE AND THAT THE CONTACT WOULD NEED TO LEARN TO DRIVE THE VEHICLE CORRECTLY. THE MANUFACTURER WAS CONTACTED WHO DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE AND CURRENT MILEAGE WAS 31,000.</p> <p><i>When car is slowing down (for traffic light or to make a left hand turn) and gets down to 5 or 10 mph, car goes into neutral and hiccups. You practically have to come to a complete stop before car will pick up again. There are many incidences like this in a month's time.</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 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.			