 <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 21-MAR-2011 MAY 02 2011	Repository <input type="checkbox"/> Reference No. 10392306
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City WINCHESTER	State VA	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 3VWPL7AJ3AM		Make VOLKSWAGEN	Model JETTA Sportwagen TDI 2010
Date Purchased August 2010	Dealer's Name and Telephone Number Miller Auto Group 800-662-4872		Engine: 2.0L 140HP No: Cylinders 4 Fuel Type: Diesel
Original Owner <input checked="" type="checkbox"/>	Dealer's City Winchester	State Va.	Zip Code 22602
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 6 speed continuous transmission	Multiple Failure: Incident Date(s) 14-MAR-2011
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 080000 FUEL SYSTEM, DIESEL		Failure Mileage 3337	Failure Speed 2
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 None	Number of Deaths None
		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 WHILE DRIVING THROUGH A TRAFFIC LIGHT THE VEHICLE STALLED. THE CONTACT TRIED TO RESTART THE VEHICLE FOR APPROXIMATELY FIVE MINUTES. THE VEHICLE WAS TAKEN TO THE DEALER WHO PERFORMED A DIAGNOSTIC TEST AND COULD NOT DUPLICATE THE FAILURE. THE CONTACT STATED THAT HE REFUELED HIS VEHICLE PRIOR TO IT STALLING. THERE WAS A DEFECT INVESTIGATION OPENED ON FEBRUARY 7, 2011 AND WAS OPEN WHEN THE COMPLAINT WAS FILED FOR THE FUEL SYSTEM, DIESEL, NHTSA ACTION NUMBER: EA11003. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE 3,337.			
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.			

CUSTOMER #: 131357

353342



3985 Valley Pike
Winchester, VA 22602
(540) 869-5000 1-888-875-5151

INVOICE

WINCHESTER, VA

PAGE 1

HOME CONT

BUS: CELL:

SERVICE ADVISOR: 1133 HAROLD SCHNEIDER

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a silver 10 year Volkswagen Jetta.

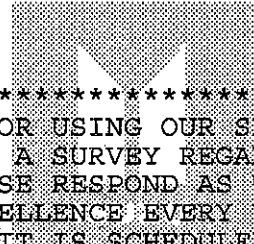
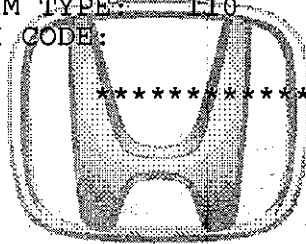
09:14 18MAR11 11:25 18MAR11
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES WHILE AT A STOP LIGHT THE VEHICLE STALLED AND WOULDNT START FOR SEVERAL TRIES AND THEN STARTED

M DID NOT DUPLICATE CONCERN / NO CODES STORED IN VEHICLE COMPUTER: VEHICLE OPERATING NORMALLY AT THIS TIME.
1286 WEATHERHOLTZ, CHAD W LIC#: 1286
CPVW 0.00 0.00

B CUSTOMER STATES RADIO VOLUME GETS REAL LOUD SOME TIMES CAUSE: COURTESY VEHICLE CHECK.

M RADIO OPERATING NORMALLY / POSSIBLY RADIO VOLUME CONTROL ON STEERING WHEEL?
1286 WEATHERHOLTZ, CHAD W LIC#: 1286
CPVW 0.00 0.00
01100000 COURTESY VEHICLE CHECK
1286 WEATHERHOLTZ, CHAD W LIC#: 1286
WPV94 (N/C)

FC:
PART#:
COUNT:
CLAIM TYPE: 110
AUTH CODE:
*



THANK YOU FOR USING OUR SERVICE FACILITY. YOU MAY RECEIVE A SURVEY REGARDING THIS SERVICE VISIT PLEASE RESPOND AS WE WANT TO OFFER YOU SERVICE EXCELLENCE EVERY VISIT YOUR NEXT SERVICE VISIT IS SCHEDULED FOR @
PLEASE CALL FOR ANY SERVICE ASSISTANCE YOU MAY REQUIRE

Customer

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, DISCOUNT, SALES TAX, PLEASE PAY THIS AMOUNT.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY