 U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>		<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET:www.nhtsa.dot.gov/hotline</b>		FOR AGENCY USE ONLY 100148	
		Date Received <b>MAY 20 2011</b> 07-APR-2011		Repository <input type="checkbox"/> Reference No. 10395156	
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
THE VILLAGES	FL		Same		
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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
3VWEF71K97M		VOLKSWAGEN	JETTA	2007	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
11/15/07	Kuhn Honda/Volkswagen		No: Cylinders	Unleaded	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>	Tampa	FL	33609	5	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
manual	<input checked="" type="checkbox"/> Cruise Control	Unknown	Rear breaks - needed replacement at 38,000 mi. 185	29-MAR-2011	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC, 140000 AIR BAGS			Failure Mileage	Failure Speed	
			38600	20	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
Tire Component Code			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:	Model No./Name:		
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b>					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	1	0	Y	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 2007 VOLKSWAGEN JETTA. WHILE HAVING THE VEHICLE SERVICED FOR ROUTINE MAINTENANCE, THE CONTACT WAS INFORMED THAT THE REAR BRAKES WERE COMPLETELY WORN AND RUBBING METAL ON METAL. THE VEHICLE WAS REPAIRED. THREE WEEKS LATER WHILE DRIVING APPROXIMATELY 20 MPH THE VEHICLE WAS INVOLVED IN A CRASH IN WHICH THE AIR BAGS DID NOT DEPLOY. A POLICE REPORT WAS FILED AND THE CONTACT SUFFERED MINOR INJURIES. THE VEHICLE WAS TOWED TO AN INSURANCE LOT AND WAS NOT EXAMINED FOR THE CAUSE OF FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 38,600.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>					
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.					

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

I had an accident on 4/5/11. A week prior I was in to Kuhn VW for routine 40,000 mile Serv. Rear breaks were completely worn out at 38,600 mi which should not happen. They were replaced. During Accident Airbags did not inflate and Volkswagen car was totalled. I did sustain injury. Volkswagen has numerous complaints on this Jetta model year 06-10 regarding rear breaks. Both VW Corp. and Dealer will not acknowledge problem.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

**National Highway Traffic Safety Administration**

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle has a safety defect?**



**If so:  
Use the enclosed form to file a report.**

**or visit:  
www.safercar.gov**

**or call:  
Vehicle Safety Hotline  
888-327-4236**

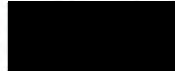


Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration





The Villages, FL



DAYTONA BEACH  
FL 321 21  
03 MAY 2011 PM



US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation  
NVS-210  
1700 New Jersey Ave. SE  
Washington, D.C. 20077-9382

200779382

