

 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 MAY 24 2011 12-APR-2011	Repository <input type="checkbox"/> Reference No. 10395608

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	HAMPTON	State	AR
Zip Code	[REDACTED]		
Daytime Telephone Number	[REDACTED]		
Evening Telephone Number	[REDACTED]		
E-mail Address			

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 3VWRL7AJ0AM [REDACTED]		Make VOLKSWAGEN	Model JETTA
Model Year 2010		Engine: No: Cylinders	Fuel Type:
Date Purchased	Dealer's Name and Telephone Number		State
Original Owner <input type="checkbox"/>	Dealer's City	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
<input type="checkbox"/> Cruise Control			Incident Date(s) 07-APR-2011

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Codes: 190000 TIRES; 192000 TIRES:SIDEWALL		Failure Mileage 42125
		Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE		
Tire Make HANKOOK	Tire Model (Name or Number) OPTIMO H725A	Tire Size (Example P215/65R15) 205/55R16H
DOT No. (Example: DOTM19ABC036) 1GRPDYH3209	<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code 192000 TIRES:SIDEWALL	Tire Failure Type: CRACK	

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				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>				
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).

TL* THE CONTACT OWNS A 2010 VOLKSWAGEN JETTA DTI WITH HANKOOK OPTIMO H725A TIRES, LINE SIZE P205/55R16. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN FOR A TIRE ROTATION WHEN HE WAS INFORMED THAT ALL FOUR TIRES WERE COMING APART AT THE SIDE WALL. TWO OF THE TIRES WERE REPLACED AND THE VEHICLE WAS TAKEN TO THE DEALER FOR FURTHER INSPECTION. THE DEALER OFFERED TO REPURCHASE THE TIRES BUT THE CONTACT REFUSED. THE MANUFACTURER WAS CONTACTED BUT HE WAS UNSUCCESSFUL IN SPEAKING WITH SOMEONE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 42,125 AND CURRENT MILEAGE 42,200.

I NEVER Reported this!!! This NEVER HAPPENED - The lady made up!!!!

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 to 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.

April 28, 2011

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

Dear Sirs:

I am writing this letter separate from the form that was mailed to me for the simple reason I do not have a type writer and if I were to write it with a pen or pencil you would not be able to read it-plus this computer has spell-check.

Most of the information that the lady recorded on the information form is correct. Some of the information that is requested is unknown to me and I attempted to explain that to the lady receiving my call. However, she was not willing to accept the information or did not know how to handle it. Therefore this letter is an attempt to set the record as straight as I know it and to explain why I can not give some of the other information that is requested.

My name, address, and cell phone number is correct. The Vehicle Identification Number is correct. The make, model, and year of the car is correct.

The date of the purchase of the 2010 Jetta was November 7, 2009. The dealer's name was Gorman McCracken VW Mazda Inc. 800 Highway 31 East, Longview, Texas, 75604. Their telephone number is 903-753-8657, their fax number is 903-753-2744. The number of cylinders are four. The type of fuel is diesel.

Next the form asks if I am the "original owner". I certainly thought I was until April 7, 2011. My wife was driving the car to church on the evening of April 6, 2011 when a dog ran out in front of her and she hit it doing \$468.00 worth of damages to the grill. The next day I took the car for estimates and deal with the insurance company. I wife complained that she thought there was something wrong with the steering. I found no reason to be concerned with the steering as I drove it but decided that I would have the tires rotated as a precaution. When I arrived at the Creech Tire Service, I made my request. The service man looked at the right front tire and exclaimed his amazement at the condition of the tire, "**a split two to three inches long was visible about an inch below the rim**". I requested that each of the tires be inspected. I ended up replacing two of the worse looking tires with new ones and requested that I would take the two old ones with me. Each of the four original tires showed some form of deterioration. The worse was the one on the right front at the time of discovery. There was deterioration on the outside wall next to the car as well. The history of these tires is that **I was told at the time of purchase that they were filled with nitrogen**. The purpose was that nitrogen gas does not expand or retract as does air, thus making the tire pressure more constant-a good idea if it works. However, I believe that I have learned something else about nitrogen, it may deteriorate the rubber in the tire! This particular tire picked up a nail some while in the past and the same tire shop repaired the hole. It is my belief that nitrogen was able to filter into the linings of the tire and cause the present condition. None of the other tires have had nails but all show some form of deterioration-although much less than the one that had the nail.

I took the tire to the VW dealer in North Little, Rock, Ar. (North Point Mazda-Volkswagen, 6030 Landers Road, Sherwood, Ar. 72115. Telephone number 501-945-5353. www.northpointcars.com) I registered my complaint with the manager, a Mr. Wes Thomas and he called the service manager, a Mr. Lonnie Williams to handle the situation. Mr. Williams took pictures of the tire and has them on his computer. He gave me the telephone number of Hankook Tires, 877-740-700. From that number I was given the name of an "Al" and his number which have misplaced but I called for Al and got no answer. I called again and talked with him. I might say he was "indifferent". Mr. Williams called to report to me that he has forwarded the pictures on to "Al".

At that time with Mr. Williams he asked if I wished to have the Jetta's computer updated. He said that there was a "recall" for it. He said it would only take about an hour, I agreed and waited. When I was ready to leave I asked why I had not received a written communication on the "recall"? They explained that the recall comes from the Manufacturer and not from them. I then asked what address the Manufacturer had on my car's Ven number? Then they said that the car was under the name of a man in "Longview, Tennessee, with a telephone number for Nashville, Tennessee. It was not me! And supposedly the car had been purchased on the 3rd or 4th of November of 2009. I purchased the car with 138 miles on it as a new car. But now I know that is was not new it was used! My reason for thinking this is that when I purchased the car on Saturday of that very week and drove it home the next day the engine light came on! My guess is that the man from Longview, Texas returned the car and demanded that the deal be abandoned! My headaches had just begun!

You tell me who the original owner is! Find out and let me know.

I think I now understand why the sales people in Longview Texas insisted that I understand that the car had 138 miles on it and made me sign some kind of form that it had that many miles on it. I now believe that I was signing a statement that the car was used-all the while I had no idea that I was buying a \$25,718.61 lemon! I wrote them a check for it!! Plus \$1,610.75 for taxes, title, and registration, that comes to \$27,329.36.

The contact lady with whom I spoke has made an error in recording that the VW Dealership in Sherwood, Ar. Attempted to buy back the tires. That did not happen. They tried to get me to leave the tires with them. That is what I refused to do. They never offered to buy the tires!!!!

My purpose in contacting the VW dealer was to alert them and possible owners of VW cars that had similar tires in a state of deterioration to prevent them from accident, death or injury. My purpose in contacting Hankook was the same-to attempt to spare someone from accident, death, or injury. However, **no one seems to be concerned and no one wants to admit that my new Bad car has Bad tires on it.** I purchased a 2009 Toyota Tacoma on March 19th 2009 and have 62,000 miles on it as of this date and I have not had a minute's trouble with it or the tires. Don't tell me that my 2010 VW Jetta diesel is supposed to "a rotten egg", "a headache", and "a first class lemon." Don't accuse me of being down on VW diesels I have purchased two new ones 1981, and 1985, and had hoped that the 2010 would serve me as well or better than the others.

After the "computer update" my remote will not unlock the car's driver's side door. The remote will work on all the other doors but the driver side door will not unlock. My wife has complained that her remote will not unlock the driver's side door. When we click the remote the other doors unlock but not the driver's side. The instrument panel flashes the message that we are exceed 50 miles per hour. That has never been set by us and it is part of the disgusting operations of the computer.

A listing of the headaches: 1. Wrote check for car November 7, 2009. The ignition would still "ding" after I remove my remote key out of ignition. 2. November 8, 2009 Engine light came on and stayed on. 3. Drove 400 mile round trip to Longview Texas for a diagnostic evaluation of car. They said that a clamp needed to be replaced on the exhaust system. I asked them to call Little Rock about the problem and tell them what needed to be done. Little Rock refused to take "second hand information" and demanded that they diagnose the car. 4. On the evening of November 15th I parked car in car-barn and turned off the ignition. The "dinging" continued as usual. My remote key would not lock the door of the car, I had to manually lock the car. I walked pass the front of the car and heard what I thought were the cooling fans running. Since this was cold weather time I thought it was unusual that the cooling fans would be running, so I stopped to wait for them to cycle off. They did not! I thought that I would re-enter the car and restart the engine and perhaps that would cause the fans to cycle off. **When I attempted to turn the key to start the engine the sound of the started hitting the flywheel was dramatic, the engine was still running. The key had not turned off the engine and I had locked the door and was going to walk away!!! I finally got the engine to stop.** 5. November 16, I called Longview to find out how to stop the engine if the key did not control it? I asked if I should remove the cable from the battery. They advised me not to take the cable off but to let it run till it either ran out of diesel or burned up! I did not regard either as good advise. 4. I called Little Rock and told them the problem. I took the car immediately there. They got the car at 12:30 p.m. I sat there until 4:30 when I asked a sales lady when the service department closed, she said, "Do you have a car here?" She went to check and came back and insisted that I go check on it. A service person stated that I had a rental car waiting to take me to the rental business and that they were keeping the car. 6. Picked up the car November 20th, "dinging continued. My wife drove car out of town November 21, engine light came on. Monday November 23 I called Little Rock reported the "dinging" and that the engine light was on. I would bring the car in after Thanksgiving. 7. November 30th I took car to Little Rock VW dealer. Again they said they would be keeping the car and giving me a rental car. They stated that the part would come from Germany and that it would be a while before I would hear from them. By December 10th I had not heard from the dealership so I called but the receptionist must not have conveyed my message or it was lost or ignored. December 12th I had to go through Little Rock so I decided to check on my car in person. When I arrived at the service department they did not know about my car being there. They did not know about any part being ordered. So I left. At 4:30 the service department calls and tells me that my car is ready-I am a 100 miles away and they close at 5:30. 8. December 14th I went to Little Rock to pick up my car and turn in rental car. I put diesel in the car and do an stop or two and head home, 44.5 miles from the dealership the engine light comes on!!!! I have been calling VW Customer Service all the while this mess is going on. So I pull over on the side of the road and call them again. 9. I decide to take the car back to Longview, Texas. That is a 400 mile round trip. I came to believe that they "reset" the computer reading on the engine light problem. 10. January 25, we are driving to Little Rock and we smell a odor of rubber or metallic, possibly electrical wires burning. 11. On January 26, 2010 I heard a loud "pop" or "crack" in the dash area of the car. The sound came while the car was parked, nothing on. I was sitting in the car waiting on my wife. When she came to the car we drove off and in about three miles on the road another loud "pop" or "crack" took place. 12. I took the car back to Longview insisting that they tare into it to find out what the odor was. The Service manager there insisted that I smelled something from the outside of the vehicle. They keep the car for a week. I had complained that it took 15-16 minutes to fill the tank that there was some kind of restriction. I later learned what was the problem but I will not reveal that problem to them until they pay me money!!

Sincerely



Hampton, Ar

LITTLE ROCK AR 722

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US Department of Transportation
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