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

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	Repository ☐
14-APR-2011 MAY 09 2011	Reference No. 10395934

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	
City DES PLAINES	State IL	Zip Code [redacted]	Evening Telephone Number [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	Make	Model	Model Year
3VWDX7AJ6BM[redacted]	VOLKSWAGEN	JETTA	2011

Date Purchased	Dealer's Name and Telephone Number		Engine: 2.5 No: Cylinders 5	Fuel Type:
10-10	FOX VALLEY	(847) 839-8101		
Original Owner ☑	Dealer's City: Schaumburg	State: IL / Zip Code: 60173		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-FEB-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES	Failure Mileage	Failure Speed
	2900	55

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: DOTMAL9ABC036)	☐ Original Equipment ☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2011 VOLKSWAGEN JETTA. THE CONTACT WAS DRIVING APPROXIMATELY 55 MPH WHEN SUDDENLY, THERE WAS A LOUD WIND SOUND INSIDE THE VEHICLE AS IF THE EXTERIOR WIND WAS BLOWING IN THROUGH THE FRONT DRIVER AND PASSENGER DOORS. THE WINDOWS IN THE VEHICLE WERE CLOSED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN STATED THAT THE AIR WAS ENTERING THROUGH THE SIDE VIEW MIRRORS. THE DEALER WAS UNABLE TO MAKE ANY REPAIRS BECAUSE THE FAILURE WAS CONSIDERED A DESIGN FLAW. THE APPROXIMATE FAILURE MILEAGE WAS 2,900. THE VIN WAS UNAVAILABLE.

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.

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

Hola espero que me ayuden con mi problema el carro solo compre a mi esposa. ella solo maneja de la casa al trabajo a la escuela y supermercado para ir a su trabajo son 4 millas y esta en contruccion la escuela queda 1/2 milla el supermercado 5 millas el carro no lo corre mas de 35-40 millas por hora por eso es que no nos avianos dado cuenta del problema asta que me subi al Expressway nos dimos cuenta

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

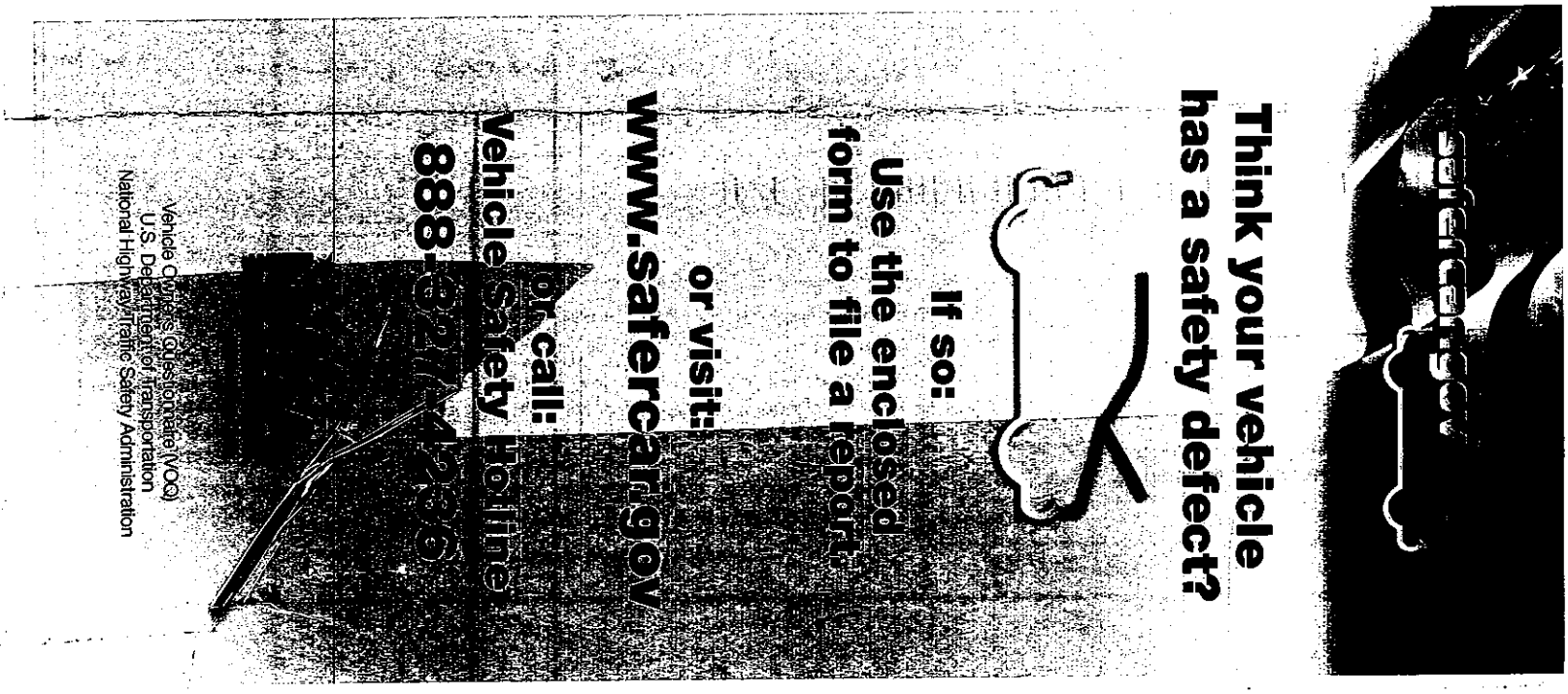
CAROL STREAM IL 601

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



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
Tel. 1 800 893 5298

April 2011

[redacted]
DES PLAINES, IL [redacted]

Vehicle Identification Number (VIN): 3VWDX7AJ6BM[redacted]

Subject: Safety Recall 97V3/U9 – Converter Box Wiring
2011 Model Year Volkswagen Jetta (6th Generation)

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2011 model year Volkswagen Jetta (6th Generation) vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?
The affected vehicles have an electrical wiring and fuse layout where the converter box is protected by the same fuse used by the signal horn and the anti-theft alarm system. If the fuse is blown (e.g. in case of an electrical short in the horn), the converter box is disconnected from the power supply which, in turn, shuts off applications such as the engine management system, lighting system, and wipers. Should this happen while the vehicle is being driven, the engine could stall, or the headlights or wipers could turn off unexpectedly, potentially leading to a crash without warning.

What Will Volkswagen Do?
In order to correct this defect, dealers will separate the wiring for the horn and the theft protection horn from the power supply of the converter box and route the wires to separate fuses to correct this condition free of charge.

What We Would Like You to Do
Please contact your authorized Volkswagen dealer and arrange for an appointment to have your vehicle repaired without delay.

CUSTOMER #: 10714
UNIT# S1096

41865

INVOICE

PAGE 1

SCHAUMBURG
1000 E. Golf Rd., Schaumburg, IL 60173
(847) 839-8101
Fax (847) 882-0508
www.foxvalleyvw.com

[redacted]
DES PLAINES, IL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 9577 RYAN P HUTTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TOFFEE BRO	11	VOLKSWAGEN JETTA	3VWDX7AJ6BM[redacted]	[redacted]	2794/2794	T7768

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06NOV10 DD			WAIT 06APR11			CASH	06APR11

R.O. OPENED	READY	OPTIONS:
16:15 06APR11	17:00 06APR11	STK:S1096 1)JMA WARR 7YRS 70000 100 DED

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A COURTESY VEHICLE CHECK			
CAUSE: .			
01100000 COURTESY VEHICLE CHECK			
4193 WCFM			(N/C)
FC:			
PART#:			
COUNT:			
CLAIM TYPE: 1MA			
AUTH CODE:			
01100			
2794 PERFORMED COURTESY INSPECTION			
**********			
B CUST STATES WIND NOISE FROM FRONT DOORS ABOVE MIRROR			
V41 WORKING LIKE ORGINAL EQUIPMENT			
4193 CP	0.00	0.00	
2794 TECH ROAD TESTED VEHICLE,CAN HEAR MINOR WIND NOISE FROM WHAT APPEARS TO BE COMING FROM WIND HITING OUTSIDE MIRRORS.DROVE A LIKE VEHICLE, AND BOTH ARE IDENTICAL			
**********			
C CUST STATES BURNING SMELL COMES FROM VENTS WHEN HEAT IS ON			
CND COUNLDN'T DUPLICATE CUSTOMER COMPLAINT AT THIS TIME			
4193 CP	0.00	0.00	
2794 TECH UNABLE TO VERIFY BURNING ODOR FROM VENTS AT THIS TIME			
**********			
D WORLD CLASS INSPECTION			
WCI WORLD CLASS INSPECTION			
4193 CP	0.00	0.00	
**********			

SERVICE DEPT. HOURS

Monday - Friday
7:00 AM TO 6:00 PM
Saturday
8:00 AM TO 3:00 PM

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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS INSTALLED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

CUSTOMER COPY

Copyright 2000 ADP, Inc.