



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  
**JUL - 6 2011**  
 16-MAY-2011

Repository   
 Reference No.  
 10401084

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
 Address [REDACTED]  
 City **SAN FRANCISCO** State **CA** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
 Evening Telephone Number [REDACTED]  
 E-mail Address [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  
**3VWJL7AJ6AM** [REDACTED] Make **VOLKSWAGEN** Model **JETTA** Model Year **2010**  
 Date Purchased **2/13/10** Dealer's Name and Telephone Number **ROYAL MOTORS** Engine: No: Cylinders **4** Fuel Type: **DIESEL**  
 Original Owner  Dealer's City **SAN FRANCISCO** State **CA** Zip Code **94**  
 Transmission Type **MANUAL**  Antilock Brakes  Cruise Control Powertrain Multiple Failure: Incident Date(s) **05-MAY-2011**

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE, 080000 FUEL SYSTEM, DIESEL Failure Mileage **21000** Failure Speed **20**

**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  Yes  No Fire  Yes  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. WHILE DRIVING APPROXIMATELY 20 MPH THE VEHICLE LOST POWER. THE CONTACT NOTICED THE GLOW PLUG WARNING LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE CONTACT WAS ABLE TO DRIVE THE VEHICLE AT A LOW SPEED TO THE NEAREST DEALER. THE TECHNICIANS STATED THE FUEL PUMP, THE INJECTORS, AND FUEL LINES NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 21,000.

(OVER)

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)

NO ACCELERATION ABOVE 20mph suddenly! Occurred just blocks away from Royal VW shop - was able to drive into repair shop and waited for them to call with diagnosis - FUEL SYSTEM FAILED - needed to replace ALL injectors - injector coil, fuel pump, fuel lines etc - CATASTROPHIC FAILURE OF FUEL DELIVERY SYSTEM - they found METAL SHavings inside FUEL FILTER indicating a failure of fuel pump - TOOK over 2 weeks to repair - same failure reported around the USA as reported online and investigation currently underway (Federal) with VW of America and their response to this problem affecting thousands of vehicles!

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

764

582752

# ROYAL MOTOR SALES

1525 Howard Street  
San Francisco, CA 94103-2524  
Phone (415) 241-8100  
Fax (415) 241-8149

UNIT# V10046

\*INVOICE\*

SERVICE DEPARTMENT HOURS: MON-FRI 6:30 AM TO 6:00 PM  
SAT 8:30 AM TO 4:30 PM  
TERMS: APPROVED PERSONAL CHECKS - CASH - VISA - MASTERCARD  
BAR # ARD 009267 EPA # CAD 981416480

SAN FRANCISCO, CA

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 697 CHRISTOPHER SUNG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	10	VOLKSWAGEN JETTA 4D	3VWJL7AJ6AM		21675/21692	T1298	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13FEB10 DD			17:00 20MAY11			CASH	20MAY11
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: STK:V10046 DLR:426024 AXL:2					
08:45 04MAY11	11:22 20MAY11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A CUSTOMER REPORTS GLOW PLUG LIGHT IS ON. CHECK AND REPORT CAUSE: FAULTY PUMP							

### 01509999 GUIDED FAULT FINDING DIAGNOSIS

853 WVW5	(N/C)
1 03L-906-051 PRESSSENS	(N/C)
1 03L-130-321 PIPE	(N/C)
1 03L-130-301 PIPE	(N/C)
1 03L-130-089 FUEL DISTR	(N/C)
1 5N0-130-307-J PIPE	(N/C)
1 1K0-127-400-F FUELFILTER	(N/C)
1 03L-130-235-K PIPE	(N/C)
4 03L-130-277-A INJECTUNIT	(N/C)
1 03L-130-301-R PIPE	(N/C)
1 03L-130-301-B PIPE	(N/C)
1 03L-130-301-C PIPE	(N/C)
1 1K0-201-060-GP TANK	(N/C)
1 5N0-906-129-B FUEL PUMP	(N/C)
1 03L-130-755-A PUMP	(N/C)
1 1K0-919-050-J FUEL UNIT	(N/C)
4 WHT-000-884 SEAL	(N/C)
1 03L-130-235-S PIPE	(N/C)
1 1K0-919-050-J FUEL UNIT	(N/C)
2 N-910-034-01 POP-RIVET	(N/C)
1 1K0-253-141-M CLAMP	(N/C)
20101900 FUEL TANK REMOVE+REINSTALL	(N/C)
853 WVW5	(N/C)
20191950 GRAVITY VALVE REMOVE+REINSTALL	(N/C)
853 WVW5	(N/C)
20311900 FUEL FILTER REMOVE+REINSTALL	(N/C)
853 WVW5	(N/C)
20391950 RETURN LINE REMOVE+REINSTALL	(N/C)
853 WVW5	(N/C)
20381950 SUPPLY LINE REMOVE+REINSTALL	(N/C)
853 WVW5	(N/C)

<small>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. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</small>	ORIGINAL ESTIMATE \$ _____	FINAL REVISED ESTIMATE \$ _____	DESCRIPTION LABOR AMOUNT	TOTALS	
	DATE _____ TIME _____ PHONE # OR IN PERSON _____ AUTHORIZED BY _____ ADDITIONAL AMOUNT \$ _____	REASON _____	REVISED TOTAL \$ _____	PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT	
<small>X (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON</small>	DATE _____ TIME _____ PHONE # OR IN PERSON _____ AUTHORIZED BY _____ ADDITIONAL AMOUNT \$ _____	REASON _____	REVISED TOTAL \$ _____	MISC. CHARGES TOTAL CHARGES ADJUSTMENTS SALES TAX	
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED **CUSTOMER COPY**

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UNIT# V10046

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SAN FRANCISCO, CA

PAGE 2

HOME: CONT:N/A

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SERVICE ADVISOR: 697 CHRISTOPHER SUNG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	10	VOLKSWAGEN JETTA 4D	3VWJL7AJ6AM		21675/21692	T1298	
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08:45 04MAY11	11:22 20MAY11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
74491950		REAR SEAT PADDING REMOVE+REINSTALL					(N/C)
		853 WVW5					(N/C)
23302033		INJECTION LINE REMOVE+REINSTALL					(N/C)
		853 WVW5					(N/C)
23382036		UNIT INJECTOR REMOVE+REINSTALL					(N/C)
		853 WVW5					(N/C)
23795533		THROTTLE VALVE HOUSING REPLACE					(N/C)
		853 WVW5					(N/C)
23731933		DISTRIBUTION RAIL REMOVE+REINSTALL					(N/C)
		853 WVW5					(N/C)
23741933		HIGH-PRESSURE PUMP REMOVE+REINSTALL					(N/C)
		853 WVW5					(N/C)
20031750		FUEL DRAIN+FILL					(N/C)
		853 WVW5					(N/C)

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

21675 PERFORMED INSPECTION, FOUND LOW FUEL PRESSURE AND METAL SHAVINGS IN THE FUEL SYSTEM. CALLED TECH LINE AND WAS INFORMED TO REPLACE FUEL SYSTEM. (ACCESS CODE 743919) DRAINED GAS, REPLACED FUEL SYSTEM, RESET CODES AND ROAD TESTED FOR 17 MILES. ALL SYSTEMS OEPRATING TO MANUFACTURE'S SPECIFICATIONS. NO OTHER REPAIRS NEEDED AT THIS TIME

\*\*\*\*\*

B TIRE PRESSURE SETTINGS;----L/F----R/F----L/R----R/R

TP SET TIRES AT 35 PSI

853 CVW

0.00 0.00

\*\*\*\*\*

C\*\* CHECK FOR AND PERFORM ANY OPEN RECALLS.

CAUSE: RECALL

23602599 SOFTWARE UPDATE

853 WVW5

(N/C)

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				REVISED TOTAL	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
FC:							
PART#:							
COUNT:							
CLAIM TYPE:							
AUTH CODE:							

\*\*\*\*\*

THANK YOU FOR YOUR PATRONAGE!!!

THIS REPAIR MAY CARRY A FACTORY WARRANTY.  
VOLVO PARTS ARE WARRANTED FOR ONE YEAR  
UNLIMITED MILEAGE.  
V.W. AND AUDI PARTS ARE WARRANTED FOR ONE  
YEAR OR 12,000 MILES WHICH EVER COMES FIRST

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	DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	LABOR AMOUNT	0.00	
	REASON					REVISED TOTAL \$	PARTS AMOUNT	0.00
	DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	GAS, OIL, LUBE	0.00	
	REASON					REVISED TOTAL \$	SUBLET AMOUNT	0.00
							MISC. CHARGES	0.00
							TOTAL CHARGES	0.00
							ADJUSTMENTS	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

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San Francisco CA

SAN FRANCISCO CA 941  
47 JUN 2011 7:43 P M



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National Highway Traffic Safety Administration  
Office of Defects Investigation, NHTSA-210  
1200 New Jersey Avenue SE  
Washington, D.C. 20777-9382

20077+9382

