

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
 DOT Auto Safety Hotline FOR AGENCY USE ONLY 100148



U.S. Department of Transportation

National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
 To Report Vehicle Safety Defects
 1-888-DASH-2-DOT
 (1-888-327-4236)
 INTERNET:www.nhtsa.dot.gov/hotline

Date Received
DEC 16 2011

02-NOV-2011

Repository

Reference No.
 10433959

OWNER INFORMATION (Type or Print)

Name [Redacted]
 Address [Redacted]
 City **STATEN ISLAND** State **NY** Zip Code [Redacted]

Daytime Telephone Number [Redacted]

E-mail Address

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: **3VWRL7AJ7A m [Redacted]** Make: **VOLKSWAGEN** Model: **JETTA** Model Year: **2010**
 Date Purchased: **12-09** Dealer's Name and Telephone Number: **VW BAYRIDGE** Engine: No. Cylinders: **4** Fuel Type: **Diesel**
 Original Owner: Dealer's City: **BROOKLYN** State: **NY** Zip Code: [Redacted]
 Transmission Type: **A** Antilock Brakes Powertrain: **FRONT wheel** Multiple Failure: Incident Date(s): **21-OCT-2011**
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE, 080000 FUEL SYSTEM, **DIESEL** Failure Mileage: **30000** Failure Speed: **50**

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: DOTM19ABC036) 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: **0** Number of Deaths: **0** 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).

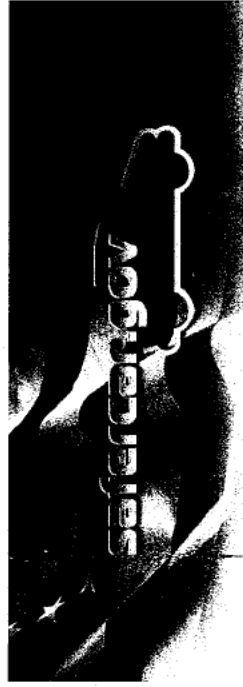
TL* THE CONTACT OWNS A 2010 VOLKSWAGEN JETTA. WHILE DRIVING APPROXIMATELY 50 MPH, THE VEHICLE SUDDENLY STALLED. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE TECHNICIAN STATED THAT THE HIGH PRESSURE FUEL PUMP WOULD HAVE TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 30,000.



12/11/11

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. 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.



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



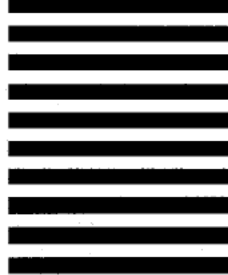
Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



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

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IN THE
UNITED STATES



US 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

ATTACH ADDITIONAL SHEETS IF NECESSARY

MY CAR WAS IN THE SHOP FOR 41 DAYS AND ALTHOUGH IT WAS UNDER WARRANTY THE AMOUNT OF REPAIRS EXCEEDED \$9,000 DOLLARS. THERE APPEARS TO BE A DESIGN FLAW IN THE HIGH PRESSURE FUEL PUMP MADE BY BOSCH. PERHAPS VW SHOULD TRY A DIFFERENT MANUFACTURER LIKE DELPHI. I WAS VERY LUCKY I DID NOT GET IN AN ACCIDENT OR GET KILLED SINCE I WAS GOING 50MPH ON THE HIGHWAY IN THE RIGHT LANE I LOST ALL POWER

- ① This is a BIG SAFETY ISSUE YOU LOSE (ALL) POWER - BRAKES STEERING
- ② this CAN COST THE CONSUMER OVER \$9000 IF OUT OF WARRANTY.

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