

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Reference No. 10438013
Date: Thursday, December 29, 2011 12:23:11 PM

EQ-10438013-3592

Report Vehicle Safety Defects!



www.safercar.gov

Sent: Thursday, December 29, 2011 11:48 AM

Subject: FW: Reference No. 10438013

This looks like a consumer made a correction to his questionnaire, but did not attach the actual questionnaire. Please see below.

From: [REDACTED]
Sent: Wednesday, December 28, 2011 6:14 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Reference No. 10438013

**CORRECTION: the main complain is about the blown heater core. Heater core is the heating element inside the dashboard.
while I was driving, smoke comes out of the dashboard vent. it does smells like radiator fluid leaking out of the busted heater core...
the whole inside of the car was filled with radiator fluid mist coming from the vent...
after further investigation by the Mechanic, it was confirmed that it was a blown heater core....**

there is a recall on VW heater core. I called them and they said that my Vehicle was not included on the recall...

PS: the PDF document that was sent to me was not editable, so I saved it as TXT instead...
thanks!

Form Approved: O.M.B. No. 2127-0008

DOT Auto Safety Hotline
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
FOR AGENCY USE ONLY 100148

Date Received
01-DEC-2011

Repository
Reference No.
10438013

OWNER INFORMATION (Type or Print)

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Name

[REDACTED]

Address

Evening Telephone Number City

SAN JOSE

State

CA

Zip Code

[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

3VWRR21H1PM [REDACTED]

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

VOLKSWAGEN

Model

JETTA III

Model Year

1993

Date Purchased Dealer's Name and Telephone Number Engine:

No: Cylinders

Fuel Type:

Original Owner Dealer's City State Zip Code

Transmission Type

Cruise Control

Antilock Brakes Powertrain Multiple Failure: Incident Date(s)

27-JUN-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE

170000

Failure Mileage Failure Speed

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)

Prior Repair Original Equipment 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 NoX

Fire

Yes NoX

Number of Persons Injured

0

Number of Deaths0

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 1993 VOLKSWAGEN JETTA III. THE CONTACT STATED THAT THERE WAS A LEAK IN THE FUEL HOSE, CAUSING FUEL TO FALL TO THE GROUND. THE CONTACT WOULD ALSO SEE SMOKE COMING FROM THE AIR VENTS. THE DEALER AND MANUFACTURER WERE NOTIFIED, BUT THE VIN DID NOT ASSOCIATE WITH THE RECALL UNDER NHTSA CAMPAIGN ID NUMBER: 92V058000 (FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTINGS). THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 170,000 AND THE CURRENT MILEAGE WAS 202,365.

ATTACH ADDITIONAL SHEETS IF NECESSARY Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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.

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