

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

EQ-10459131-6146

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Nelson, Carla CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10459131
Date: Thursday, June 14, 2012 11:30:43 AM
Attachments: [Reference10459131FilledIn.pdf](#)

From: EVOQ (NHTSA)
Sent: Thursday, June 14, 2012 10:28 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10459131

From: [REDACTED]
Sent: Thursday, June 14, 2012 10:09 AM
To: EVOQ (NHTSA)
Subject: RE: NHTSA: Follow up to ODI Complaint: 10459131

I converted your PDF to one which could be filled in and I completed several fields and added to the final remarks. That PDF is attached.

[REDACTED]

From: EVOQ@dot.gov [<mailto:EVOQ@dot.gov>]
Sent: Thursday, June 14, 2012 9:31 AM
To: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: 10459131

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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

21-MAY-2012

Repository Reference No.
10459131**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City LUTHERVILLE

State MD

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [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

3VWAL7AJ8AM [REDACTED]

Make
VOLKSWAGENModel
JETTAModel Year
2010Date Purchased
December 2012Dealer's Name and Telephone Number
Valley Motors (410) 666-7777Engine:
No: Cylinders

4

Fuel Type:

Diesel

Original Owner
Dealer's City
Cockeysville

State MD

Zip Code 21030

Transmission Type

 Antilock Brakes

Powertrain

 Cruise Control

Multiple Failure:

Incident Date(s)

20-MAY-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)

Failure Mileage
26079Failure Speed
30**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 TDI. THE CONTACT STATED THAT WHILE DRIVING 30 MPH, THE VEHICLE STALLED IN THE MIDDLE OF THE ROADWAY. THE VEHICLE COASTED TO A STOP AS THE CONTACT MERGED TO THE SHOULDER. THE CONTACT ATTEMPTED TO RESTART THE VEHICLE AFTER TWENTY MINUTES, BUT THE VEHICLE DID NOT START. THE VEHICLE WAS TOWED TO THE DEALER, WHO STATED THAT THEY WERE UNABLE TO PRODUCE A FAILURE CODE. THE CONTACT WAS INFORMED THAT THE ENTIRE FUEL SYSTEM NEEDED TO BE REPLACED. THE REPAIR WAS COVERED BY WARRANTY. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 26,079.

The manufacturer WAS notified. After the repair was completed, I was told that metal shavings which originated in the fuel tank manufacturing process had migrated to the main fuel line and caused a total blockage of fuel supply to the engine and this was the cause of the entire problem. After picking up the car when repairs were completed, the high pressure fuel pump was found to

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.