

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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		U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
		Date Received MAR 14 2013 11-FEB-2013		Repository ☐ Reference No. 10497731	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
HELLER TOWN		PA			
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	
3VWLL7AJ6CM		VOLKSWAGEN		JETTA TDI	
Date Purchased		Dealer's Name and Telephone Number		Model Year	
1 SEP 2011		ALEXANDRIA VOLKSWAGEN 703-535-3510		2012	
Original Owner		Dealer's City		Engine:	
☒		ALEXANDRIA		No: Cylinders	
		State		4	
		VA		DIESEL	
Zip Code		Transmission Type		Incident Date(s)	
		AUTOMATIC		04-FEB-2013	
☒ Antilock Brakes		Powertrain		Multiple Failure:	
☒ Cruise Control		4X2 Front Wheel			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS), TURBO INTERCOOLER, AIR INTAKE SYSTEM				Failure Mileage	
				13050	
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: DOTM9ABC036)		☐ 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	
☐ Yes ☒ No		☐ Yes ☒ No		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 2012 VOLKSWAGEN JETTA TDI. THE CONTACT STATED THAT AFTER STARTING THE VEHICLE, IT SUDDENLY STALLED. THE VEHICLE WAS TOWED TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE INTER COOLER WAS FAILED WHICH CAUSED THE ENGINE TO SEIZE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND OFFERED TO ASSIST WITH REPAIR COSTS. THE VEHICLE WAS RE REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 13,050. TURBO INTERCOOLER JOING IN HIGH HUMIDITY, LOW TEMPERATURE WINTER CONDITIONS, WITH ASSOCIATED HYDROLOCK IN ENGINE CYLINDERS IS RECOGNIZED AS A COMMON PROBLEM IN NORTHERN STATES, YET VOLKSWAGEN REFUSES TO ISSUE A RECALL. VOLKSWAGEN HAS ISSUED A TECHNICAL BULLETIN AND A REPLACEMENT INTERCOOLER KIT AND MAKES REPAIRSON A CASE-BY-CASE BASIS WHEN THE PROBLEM IS REPORTED. SERVICE TICKET ATTACHED.					
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.					

AND WAS CLOGGED WITH ICE ON BOTH THE INLET AND OUTLET SIDES

CUSTOMER #: 83711

102130

INVOICE



191 Commerce Park Drive
Easton, PA 18045-5223
Phone: 610-991-9100
Fax: 610-991-9141

DUPLICATE 1
PAGE 1

HELLERTOWN, PA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 415 JOHN GERHARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	VOLKSWAGEN JETTA	3VWLL7AJ6CM [REDACTED]	[REDACTED]	13001/13026	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31AUG11 DD			21:00 15FEB13		0.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:2.0 Liter Turbo Diesel				
06FEB13	13FEB13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	NO START	CHECK AND ADVISE					
CAUSE: AS PER BULLETIN 2025464. F							
21431983	CHARGE AIR COOLER REMOVE+REINSTALL						
249	WV						(N/C)
1	071-115-562-C FILTERELEM						(N/C)
1	N-013-849-3 WASHER						(N/C)
5	G-052-195-1L ENG.OIL						(N/C)
1	1K0-198-803-B REPAIR KIT						(N/C)
19701950	RADIATOR REMOVE+REINSTALL						
249	WV						(N/C)
50380950	LOCK CARRIER LOOSEN+FASTEN						
249	WV						(N/C)
63291900	FRONT BUMPER COVER REMOVE+REINSTALL						
249	WV						(N/C)
21431983	INSTALL COLD WEATHER INTERCOOLER KIT						
249	WV						(N/C)
01500000	GFF/GUIDED FUNCTIONS						
249	WV						(N/C)
11	ENGINE MINOR						
249	IVSR						(N/C)
FC: 2143	K21						
PART#:							
COUNT:							
CLAIM TYPE:	110						
AUTH CODE:							
21431							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CHECKED FOR NO START BATTERY OK HEAR CLICK ONLY. REMOVE LOWER ENGINE COVER AND TRIED TO TURN ENGINE BY HAND. ENGINE WILL ONLY TURN 2 REVOLUTIONS WITH A RATCHET. REMOVED TIMING BELT COVER TO CHECK BELT ITS OK. REMOVED GLOW AND LOWER INTER COOLER HOSES TO CHECK FOR WATER. FOUND BOTH INTER COOLER HOSES BLOCKED WITH ICE AND WATER. TURNED CAR OVER TO GET WATER OUT OF CYLINDERS. CALLED TECH LINE WAS TOLD TO REINSTALL ALL PARTS CHANGE OIL AND ROAD TEST. NO FAULTS RETURNED. ORDERED PARTS FOR

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

X

CUSTOMER SIGNATURE

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

IMPORTANT

You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "Completely Satisfied" on each question, please contact your service advisor.
YOUNG VW, INC.
Phone: (610) 253-6244
www.youngcars.com
THANK YOU!

CUSTOMER #: 83711

102130

INVOICE



191 Commerce Park Drive
Easton, PA 18045-5223
Phone: 610-991-9100
Fax: 610-991-9141

DUPLICATE 1
PAGE 2

HELLERTOWN, PA

HOME: CONT

BUS: CELL:

SERVICE ADVISOR: 415 JOHN GERHARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	VOLKSWAGEN JETTA	3VWLL7AJ6CM		13001/13026		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31AUG11 DD			21:00 15FEB13		0.00	CASH	13FEB13
R.O. OPENED		READY	OPTIONS: ENG:2.0_Liter_Turbo_Diesel				
06FEB13		13FEB13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

TSB PART# 211202 CASE#PO930751 KIT#1K0198803B INSTALLED KIT ADJUSTED
HEADLIGHTS AND ROAD TESTED FOR 25 MILES. NO FAULTS RETURNED

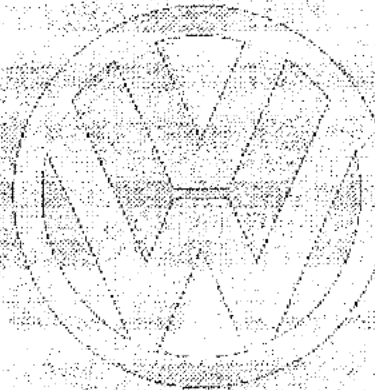
C MULTI POINT INSPECT

00VWZFREEMULTI MULTI POINT INSPECT

249 IVSP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00



DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

X

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

IMPORTANT

You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "Completely Satisfied" on each question, please contact your service advisor.

YOUNG VW, INC.
Phone: (610) 253-6244
www.youngcars.com
THANK YOU!