

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4236)          INTERNET:www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		Date Received <b>MAY - 7 2013</b> 04-MAR-2013	Repository <input type="checkbox"/> Reference No. 10501239
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	
MIDDLETOWN	NJ		
<p>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).</p>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
3VWPL7AJ6AM		VOLKSWAGEN	JETTA
Model Year	Date Purchased		Dealer's Name and Telephone Number
2010			Engine: No: Cylinders
Original Owner		Dealer's City	State
<input type="checkbox"/>			Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s) 11-JAN-2011
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: ENGINE (PWS)		Failure Mileage	Failure Speed
		26195	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
		Reported to Police N	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b>          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).</p>			
<p>TL* THE CONTACT OWNS A 2010 VOLKSWAGEN JETTA. THE CONTACT STATED THAT HE ATTEMPTED TO START THE IGNITION IN COLD WEATHER BUT THE ENGINE FAILED TO OPERATE. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER FOR DIAGNOSIS. THE TECHNICIAN STATED THAT THE ENGINE FROZE AS A RESULT OF ICE ACCUMULATION. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE DEFECT. THE APPROXIMATE FAILURE MILEAGE WAS 26,195.</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p>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.</p>			

[REDACTED]  
Middletown N.J. [REDACTED]

Dear Randy Reid,

Enclosed is a copy of my dealer report for my V.W. Jetta, REF# 105 012 39. The mechanic stated in his report of ice accumulation in the intake, after the air filter. The ice was excessive and reached the intake on the engine and froze. The engine froze to the point of not being able to turn over. My safety concern is the ability for ice to break free while driving causing the engine to seize. My Jetta is a stick shift and may lock up on the highway at 65 M.P.H.

Thank you,  
[REDACTED]

CUSTOMER #: 1119839

238730

**SHREWSBURY**  
VOLKSWAGEN



702 SHREWSBURY AVE. (732) 741-8500

SHREWSBURY, N.J. 07702

HOURS OF SERVICE: 8 AM - 6:00 PM MON. - FRI.  
8 AM - 3:00 PM SAT

\*INVOICE\*

MIDDLETOWN, NJ

PAGE 1

HOME:

PHONE:

BUS:

CELL:

SERVICE ADVISOR: 30 BRIAN BAINUM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	10	VOLKSWAGEN JETTA SE	3VWPL7AJ6AM		26195/26199	T2761	
DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUL10 DD			16:30 07FEB13		109.00	CASH	07FEB13

R.O. OPENED: READY: OPTIONS: ENG:2.0\_Liter\_Turbo

16:34 04FEB13 12:38 07FEB13

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S: WHEN STARTING VEHICLE ALL LIGHTS COME ON DASH, WHEN TRYING TO CRANK GETS NOTHING

CAUSE: FAULTY COLD WEATHER KIT

01320000 TECHNICAL CHECK

36 HETER, ANDREW LIC#: H284404279  
WV94

(N/C)

01210002 TEST DRIVE

36 HETER, ANDREW LIC#: H284404279  
WV94

(N/C)

01500000 GFF/GUIDED FUNCTIONS

36 HETER, ANDREW LIC#: H284404279  
WV94

(N/C)

28842033 GLOW PLUG REMOVE+REINSTALL

36 HETER, ANDREW LIC#: H284404279  
WV94

(N/C)

21010135 CHARGE AIR SYSTEM CHECK

36 HETER, ANDREW LIC#: H284404279  
WV94

(N/C)

21411983 PRESSURE PIPE REMOVE+REINSTALL

36 HETER, ANDREW LIC#: H284404279  
WV94

(N/C)

21411982 PRESSURE PIPE REMOVE+REINSTALL

36 HETER, ANDREW LIC#: H284404279  
WV94

(N/C)

FC: 210117 3ME

PART#:

COUNT:

CLAIM TYPE: 110

AUTH CODE:

\*

30000 Attempted to crank vehicle - starter solenoid clicks, engine does not crank. Pushed vehicle into shop and performed on hoist inspection. Removed lower splash shield and attempted to turn crankshaft by hand with a wrench - engine does not spin. R/I glow

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THE REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEMS—WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THE REPAIR ORDER.

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EXCLUSION OF PARTS WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort. Copies of manufacturers warranties are available at our parts dept.

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

WE ACCEPT VISA - MASTERCARD - MAC  
NIGHT DROP OFF AVAILABLE

CUSTOMER COPY

CUSTOMER #: 1119839

238730



702 SHREWSBURY AVE. (732) 741-8500  
SHREWSBURY, N.J. 07702

\*INVOICE\*

HOURS OF SERVICE: 8 AM - 6:00 PM MON. - FRI.  
8 AM - 3:00 PM SAT

MIDDLETOWN, NJ

PAGE 2

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 30 BRIAN BATNUM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	10	VOLKSWAGEN JETTA SE	3VWPL7AJ6AM		26195/26199	T2761

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUL10 DD			16:30 07FEB13		109.00	CASH	07FEB13

R.O. OPENED	READY	OPTIONS:
16:34 04FEB13	12:38 07FEB13	ENG:2.0 Liter Turbo

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

plugs. Found water inside of cylinders. R/I air filter to check for water intrusion from outside influences - air filter is dry, no sign of outside water intrusion. Performed technical check of charge air system. Found ice frozen inside of charge air cooler and charge air pipes. R/I both charge air pipes and air passage is blocked by a blocks of ice. Created VTA ticket (access code: 1052061). Explained findings to VTA. VTA stated to contact customer with questionnaire regarding driving conditions and recent ambient temperatures and barometric pressures. VTA also stated to obtain water sample from ice after it melts. Collected as much water from charge air pipes and from engine as possible. Allowed ice in vehicle to melt over night, and then attempted to crank vehicle with glow plugs removed. Engine now cranks freely, and water was forced out of the glow plug ports. After water was removed Re-installed glow plugs and attempted to start vehicle - vehicle now starts and runs smoothly. Performed LOF as part of 30K maintenance (see line E). Found a decent amount of water inside of crankcase oil. Drained oil as much as possible. Changed filter and put fresh oil into engine. Reported findings to VTA. VTA stated to dry out system as much as possible, and to release vehicle to the customer. VTA stated they are going to release a revised temperature switch to remedy issue, but part is not available as of now. Customer should return when part is available, and set up an appointment when they can drop the car off so new temperature switch can be installed with QTM supervision. Dried out charge air pipes as best as possible. Blew out charge air cooler with compressed air to remove as much water as possible. Re-installed all parts and then road tested vehicle - vehicle runs and drives without any issues. Set aside water sample to be shipped to VWOA's engineering dept. Sample is being shipped via parts dept. to VWOA for further review.

\*\*\*\*\*

B C/S: CAR WILL NOT START IN COLD WEATHER, HAPPENED LAST YEAR

S100 SEE LN A

36 HETTER, ANDREW LIC#: H284404279

IVG

(N/C)

LIMITED LABOR WARRANTY		EXCLUSION OF PARTS WARRANTIES	DESCRIPTION	TOTALS
<p>THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THE REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO ANY OTHER PERSON.</p> <p>DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR AT NO EXPENSE TO CUSTOMER FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THE REPAIR ORDER.</p> <p>TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THE REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THE REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUESTED; AND (D) PAY THE CHARGES FOR ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.</p> <p>ALL IMPLIED WARRANTIES INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.</p> <p>YOUR WORK ORDER MAY CONTAIN A CHARGE UNDER THE CATEGORY OF "MISC. CHARGES". THIS CHARGE IS TO COVER THE COST OF ITEMS AND/OR MATERIALS THAT ARE USED IN THE COURSE OF SERVICING OUR CUSTOMERS' CARS BUT ARE NOT CHARGED OUT INDIVIDUALLY. SOME OF ALL OF THESE ITEMS HAVE BEEN USED IN THE REPAIR OF YOUR CAR. A LIST OF THESE</p>		<p>Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort. Copies of manufacturers warranties are available at our parts dept.</p>	<p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC. CHARGES</p> <p>TOTAL CHARGES</p> <p>LESS INSURANCE</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>	

WE ACCEPT VISA - MASTERCARD - MAC  
NIGHT DROP OFF AVAILABLE

CUSTOMER COPY

CUSTOMER #: 1119839

238730

SHREWSBURY VOLKSWAGEN



702 SHREWSBURY AVE. (732) 741-8500 SHREWSBURY, N.J. 07702

\*INVOICE\*

HOURS OF SERVICE: 8 AM - 6:00 PM MON. - FRI. 8 AM - 3:00 PM SAT

MIDDLETOWN, NJ

PAGE 3

HOME: [REDACTED] CONT: [REDACTED] BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 30 BRIAN BAINUM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	10	VOLKSWAGEN JETTA SE	3VWPL7AJ6AM		26195/26199	T2761	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
16JUL10 DD			16:30 07FEB13		109.00	CASH	07FEB13
R.O OPENED	READY	OPTIONS: ENG:2.0_Liter_Turbo					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
30000				See line A for repair information.			

C VEHICLE TOWED IN - DISCONNECTED BATTERY  
 TOW VEHICLE TOWED IN  
 36 HETER, ANDREW LIC#: H284404279  
 IVG

(N/C)

D INSPECT FOR PRESENCE OF DIESEL INFO KIT  
 CAUSE: 20052399 .10TU  
 20052399 PERFORMED 20R9 UPDATE  
 36 HETER, ANDREW LIC#: H284404279  
 WV94

(N/C)

FC: 20R999 WWO

PART#:

COUNT:

CLAIM TYPE: 710

AUTH CODE:

\*1

30000 Installed diesel info kit as per VW campaign circular.

E MAINTENANCE 30000 MLS/48000 KM

CAUSE: CAREFREE 30K

03300066 MAINTENANCE 30000 MLS/48000 KM

36 HETER, ANDREW LIC#: H284404279

WVFM

1 071-115-562-C FILTERELEM

1 N-013-815-7 WASHER

5 G-052-195-1L ENG OIL

1 B-000-750-M2 BRAKEFLUID

01400050 BRAKE FLUID SERVICE

36 HETER, ANDREW LIC#: H284404279

WVFM

FC: 033055 TX2

(N/C)

LIMITED LABOR WARRANTY

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TOTAL CHARGES	
LESS INSURANCE	
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PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 1119839

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R.O. OPENED		READY	OPTIONS: ENG:2.0 Liter_Turbo				

16:34 04FEB13 12:38 07FEB13

LINE OPCODE TECH TYPE HOURS

PART#:	LIST	NET	TOTAL
COUNT:			
CLAIM TYPE: 1MA			
AUTH CODE:			

30000 PERFORMED 30K SERVICE AS PER VW CAREFREE MAINTENANCE.

\*\*\*\*\*

created 2013-02-04 02:45:00pm  
taken by Brian Ba inum

Here at Shrewsbury Motors we strive to give you the best service and value. Volkswagen will email your survey, we are confident you can answer YES to all questions. If not feel free to call us anytime. We value your business and are here to help.  
EMAIL: X

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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

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NIGHT DROP OFF AVAILABLE

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