

FEB 13 2015

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

Form Approved OMB No. 2127-0008



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: 22-DEC-2014; Repository: [] Reference No.: 10667798

OWNER INFORMATION (Type or Print) Name, Address, City: AMSTEDAM, State: NY, Zip Code: []

Daytime Telephone Number, Evening Telephone Number, E-mail Address

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: 3VWEG71K27M; Make: VOLKSWAGEN; Model: JETTA; Model Year: 2007; Date Purchased, Dealer's Name and Telephone Number, Engine: No: Cylinders, Fuel Type, Original Owner, Dealer's City, State, Zip Code, Transmission Type, Antilock Brakes, Powertrain, Multiple Failure, Incident Date(s): 22-NOV-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM; Failure Mileage: 72000; Failure 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 [X] No; Fire: [] Yes [X] 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 2007 VOLKSWAGEN JETTA. THE CONTACT STATED THAT WHILE DRIVING AT 30 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE FAILURE OCCURRED INTERMITTENTLY. ON ONE OCCASION, THE VEHICLE FAILED TO RESTART. THE VEHICLE WAS TOWED TO A REPAIR FACILITY. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 72,000.

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.

(the first garage said it would cost \$1500.00
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I took my vehicle to a Garage they said I need a steering modular So I called Volkswagon Service Station and said they look at it. They found a Relay went bad & said it is common for them to go bad. The Relay was \$13.00 and the job end up costing close to \$400.00 If this is a common problem this could cause a serious Accident and thing this should be brought to the Volkswagen Company's Attention

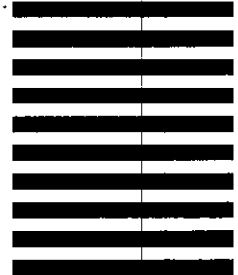
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

ALBANY
NY 120
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NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



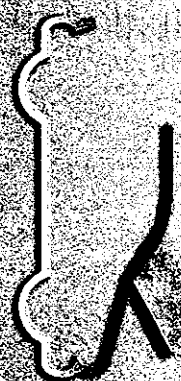
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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



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



Vehicles & Owners Questionnaire (VOQ)
This is a Department of Transportation
National Highway Traffic Safety Administration

