

 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 27-MAY-2015 JUL 21 2015	Repository ☐ Reference No. 10721744
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address	
City CANANDIGUA	State NY	Zip Code [REDACTED]	
<i>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).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3VWPL8AJ2BM [REDACTED]		Make VOLKSWAGEN	Model JETTA
Model Year 2011		Engine: No: Cylinders 4	Fuel Type: Diesel
Date Purchased 2011	Dealer's Name and Telephone Number Dorschel		
Original Owner ☒	Dealer's City Henrietta, NY	State NY	Zip Code 14467
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Incident Date(s) 19-MAY-2015
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 353400 EQUIPMENT: ELECTRICAL: RADIO/TAPE DECK/CD ETC.		Failure Mileage 89,172	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: 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 2011 VOLKSWAGEN JETTA. THE CONTACT STATED THAT THE RADIO STOPPED WORKING, WHICH CAUSED THE VEHICLE'S BLUETOOTH TO STOP WORKING. THE CONTACT'S CITY HAS A HANDS FREE LAW FOR SAFETY. IN THE COLD WINTER MONTHS, THE RADIO FAILURE PREVENTED THE CONTACT FROM BEING ABLE TO GET ANY UPDATE INFORMATION. THE CONTACT CHANGED THE FUSES, BUT THAT DID NOT CORRECT THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.			
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.			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Radio stopped working as well as Bluetooth, we have in New York a hands free law. Also without radio any weather updates are missed.

We have severe winters in Upstate NY!

We also travel across midwest 2-3 times per year

During tornado season/sever summer storms and without radio we can not get alerts!

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

ROCHESTER

NY 144

11 JUL '15

PM 2 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

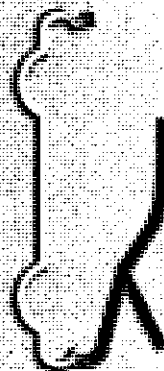
WASHINGTON, DC

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



U.S. Department of Transportation
National Highway Traffic Safety Administration
Washington, D.C. 20590