

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

 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 15-JUN-2015	Repository ☐ Reference No. 10725253		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name		Address		E-mail Address	
City SCHERERVILLE		State IN	Zip Code		
<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 3VW4T7AU9FM		Make VOLKSWAGEN		Model GTI	Model Year 2015
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 ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 12-JUN-2015
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage 200	Failure Speed 40
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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
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).					
WAS DRIVING ALONG WITH TRAFFIC AND I HEARD A LOUD NOISE, THE ENGINE RPMs JUMPED AND THERE WAS A MASSIVE LOSS IN SPEED AND POWER. THE TRANSMISSION WAS STUCK IN 1ST GEAR. PULLED OVER AS SOON AS WAS SAFE. I WAS CONCERNED AN ACCIDENT COULD HAVE OCCURRED DUE TO THE SUDDEN LOSS IN POWER AND SPEED WITH NO FAULT TO THE DRIVER, MYSELF. THE DASH SHOWED "ERROR: TRANSMISSION. REVERSE NOT POSSIBLE." THE VEHICLE WAS TOWED TO A LOCAL DEALER FOR EVALUATION.					
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.					



651 W US HWY 30
SCHERERVILLE, IN, 46375

Tel: 219-8652245

Date: 08/15/2015

Fax: 219-8658626

Time: 15:13:34 (CST)

Pages: 7

Attention: NHTSA

Message: ODI COMPLAINT 10725253 FOLLOW-UP, INCLUDED DEALER
INVOICE REGARDING REPAIR. IF FEEL THIS DEFECT IN THE
TRANSMISSION IS A MAJOR ROAD AND HIGHWAY HAZARD.

This communication is intended for the use of the person or entity to whom it is addressed and may contain information that is privileged and confidential, the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering it to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this information is STRICTLY PROHIBITED. If you have received this message in error, please notify sender immediately.

8/14/2015

Gmail - FW: FW: NHTSA: Follow up to ODI Complaint: ----10725253-----

Gm

Prex Precis

FW: FW: NHTSA: Follow up to ODI Complaint: ----10725253-----

1 message

EVOQ@dot.gov <EVOQ@dot.gov>

Thu, Jul 23, 2015 at 6:26 AM

To:

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

2 attachments **EVOQ EMAIL RESPONSE.doc**
52K **10725253.pdf**
43K

HIGHLAND VOLKSWAGEN

9601 Indianapolis Blvd.
Highland, IN 46322
(219) 237-2200

CUSTOMER NO.	ADVISOR ALISON EGLI	168	TAG NO. 534	INVOICE DATE 06/25/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 201	COLOR REFLEX SILV	STEP MILES
SCHERERVILLE, IN	YEAR/MAKE/MODEL 15/VOLKSWAGEN/GTI/4DR AUTOBAHN AUTO	DELIVERY DATE 05/27/15		DELIVERY MILES 29	
	VEHICLE I.D. NO. 3 V W 4 T 7 A U 9 F M	SELLING DEALER NO. 100		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/12/15		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
					MO: 252

LABOR & PARTS

J# 1 13VWZ

LABOR & PARTS **UNITS: 6.18 TECH(S):118**
 CUSTOMER STATES WHILE DRIVING, MESSAGE CAME ON MFI STATING
 ERROR TRANSMISSION REVERSE NOT POSSIBLE. VEHICLE THEN WENT
 INTO FIRST GEAR AND WOULD NO LONGER SHIFT INTO ANY OTHER
 GEARS. UNABLE TO PUT VEHICLE IN REVERSE, CHECK AND ADVISE
 VERIFIED CONCERN AND FOUND THAT 3RD GEAR WOULD DISENGAGE
 DURING ROAD TEST, THEN RAN GFF AND FOUND FAULTS P0733 AND
 P2711. CHECKED WIRING CONNECTION AT TRANSMISSION AND REMOVED
 PLUG CHECKED PINS IN CONNECTOR AND ON TRANS, AND BOTH OK.
 THEN GOT TRANSMISSION TO TEMP 35-45 CELSIUS TEMP AND CHECKED
 FLUID LEVEL OK, THEN CALLED VTA TECHLINE, CASE #
 WAS ADVISED TO REPLACE TRANSMISSION DUE TO INTERNAL TONE
 RING CONCERN.
 REPLACED TRANSMISSION, AND REINSTALLED ALL REMOVED
 COMPONENTS, AND AFTER TRANSMISSION INSTALLED RAN GFF AND SET
 BASIC SETTINGS FOR G85 AND OK. STILL HAD FAULT FOR J743.
 TRANS CONTROL UNIT LOCKED AND TRIED TO PERFORM TEST PLAN
 THAT HAD TO ADAPT IMMOBILIZER, BUT WOULD NOT GO THROUGH, AND
 KEY LOST PROGRAMMING, THEN CALLED TECHLINE AND PERFORMED
 TELE DIAG AND WAS ABLE TO ADAPT IMMOBILIZER, ECM AND KEY
 FOR VEHICLE, NOW OK. CLEARED ALL FAULTS, TEST DROVE VEHICLE
 AFTER REPAIRS AND VERIFIED VEHICLE WORKING AS DESIGNED AT
 THIS TIME

WARRANTY



Das Auto.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	009-300-041-TX-008	GEARBOX	
JOB # 1	-1	009-300-041-TX-008	CORE RETURN	

JOB # 1 TOTAL PARTS

WARRANTY
WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 01VW TOWING **VEHICLE TOWED** **UNITS: 0.00 TECH(S):132**

WARRANTY

VEHICLE NEEDED TO BE TOWED TO THE DEALERSHIP
 CUSTOMER FELT THE VEHICLE WAS NOT ABLE TO BE SAFELY DRIVEN
 TO THE DEALERSHIP
 VEHICLE WAS TOWED TO DEALERSHIP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2				0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

J# 3+01VW RENT4 **LOANER #4** **UNITS: TECH(S):132**

WARRANTY

HIGHLAND VW LOANER #4
 ---2014 VW JETTA WHITE---
 VIN # 3VWD17AJXEM
 ALTERNATIVE TRANSPORTATION
 CUSTOMER RECEIVED LOANER #4
 VIN # 3VWD17AJXEM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3				0.00

JOB # 3 TOTAL PARTS

0.00

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

HIGHLAND VOLKSWAGEN

9601 Indianapolis Blvd.
Highland, IN 46322
(219) 237-2200

CUSTOMER NO. [REDACTED]	ADVISOR ALISON EGLI	168	TAG NO. 534	INVOICE DATE 06/25/15	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 201	COLOR REFLEX SILV	STOCK NO. [REDACTED]
SCHERERVILLE, IN [REDACTED]	YEAR / MAKE / MODEL 15/VOLKSWAGEN/GTI/4DR AUTOBAHN AUTO			DELIVERY DATE 05/27/15	DELIVERY MILES 29
	VEHICLE I.D. NO. 3 V W 4 T 7 A U 9 F M [REDACTED]			SELLING DEALER NO. 100	PRODUCTION DATE
	P.T.E. NO.			P.O. NO.	R.O. DATE 06/12/15
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE		COMMENTS		

MO: 252

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	WARRANTY
JOB # 3 RENTAL VEHICLE RENTAL	0.00
TOTAL - MISC	0.00

COMMENTS-----
TOW. NEEDS LOANER

RECOMMENDATIONS-----
RECOMMENDED-----
1 YEAR / 10,000 MILE SERVICE CAREFREE MAINTENANCE...
TIRE ROTATIONS EVERY 5-6K MILES

TOTALS-----	
TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE



Das Auto.

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