



U.S. Department of Transportation
National Highway Traffic Safety Administration

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

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: 10-JUL-2015
Repository
Reference No. 10733245

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: RIDGEFIELD State: WA Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

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: 3VWRL7AJ3AM [Redacted]
Make: VOLKSWAGEN Model: JETTA Model Year: 2010
Date Purchased: [Redacted] Dealer's Name and Telephone Number: [Redacted] Engine: [Redacted] Fuel Type: [Redacted]
Original Owner: Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]
Transmission Type: [Redacted] Antilock Brakes: Cruise Control: Powertrain: [Redacted] Multiple Failure: [Redacted] Incident Date(s): 08-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage: 126000 Failure Speed: 50

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTMAL9ABC036): [Redacted] Original Equipment: Prior Repair: Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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 2010 VOLKSWAGEN JETTA. WHILE DRIVING 50 MPH, THE VEHICLE STALLED AND THE NEUTRAL AND TRACTION CONTROL WARNING INDICATORS ILLUMINATED ON THE INSTRUMENT PANEL. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO THE DEALER, WHERE IT WAS DIAGNOSED THAT THE TRANSMISSION CONTROL MODULE NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 126,000.

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.

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, DC 20590
Case Ref. # 10733245

October 1, 2015

Dear Mr. Reid:

Thank you for responding to my complaint of July 10, 2015. I would like to clarify something first; the money that I spent to repair my 2010 Volkswagen TDI was a lot of money and I would like Volkswagen to reimburse me, but the most important point is the safety of anyone driving a Volkswagen product with a DSG transmission. I'm 67 years old and have driven automobiles for many years for business and pleasure and have never encountered an issue like what happened to me with this car. We have had a lot of pleasurable miles on my TDI until this happened not once but three times. I was coming home from doing some errands and started to pull onto one of our local freeways and while merging into traffic my car lost all of its power. The DSG transmission—unannounced--shifted into neutral and lost all of its power. I had to coast to a stop and turn the engine off and reboot the car's computer by restarting it. If that had happened while passing another car, I would have been in BIG trouble. This happened two other times while others were riding in the car with me and can attest to the fact that I did NOT accidentally hit the shift lever. One time it locked up and wouldn't allow me to restart the car for a few minutes. After playing with it for a few minutes, I finally got it to go into park and then I could restart the car. Essentially the transmission jumped into neutral, locked into neutral and wouldn't allow me to put it into park and then restart.

After investigating the Volkswagen DSG transmissions on the Internet, I found out that they have had a recall for that exact issue that I had happen to me. The recall covered cars through 2009 but did not cover my VIN number 3VWRL7AJ3AM [REDACTED]. That tells me that the issues still went on later than those VIN numbers in 2009. I also found that in Australia there was a pending lawsuit for the same issue that caused a number of fatalities. I don't know if this has been an issue in the United States or other parts of the world. The most important issue is that when I had the DSG transmission computer replaced--with no help from Volkswagen, I asked the service man what the code was that came up on the computer and he said there was none; it just showed a miscommunication error which tells me that you don't know how many accidents or fatalities have been caused by the malfunction of the megatron unit in the DSG transmissions. You haven't been getting the data that you should have received.

Your department may not take issue with this incident, but my passengers and/or I could have been killed or horribly injured. This may already have happened to others—how would you know? The large car manufacturers are make big strides in mileage and safety, but putting out a product like the DSG transmission has to be investigated.

Thank you for your time. I have attached a copy of the dealership bill in a PDF format. I have also contacted Volkswagen with no satisfaction or interest on their part.

Sincerely,

[REDACTED]

Oct 1 2015

CUSTOMER #: [REDACTED]

INVOICE



Dick Hannah Volkswagen

3500 NE Auto Mall Drive · Vancouver, WA 98662
P.O. Box 1679 Vancouver, WA 98668
Phone: 360-314-0405 · Fax: 360-885-1460
www.dickhannahvolkswagen.com

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RIDGEFIELD, WA [REDACTED]

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

SERVICE ADVISOR: 801 RYAN WADE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	10	VOLKSWAGEN JETTA	3VWRL7AJ3AM [REDACTED]		127311/127321	T2988	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19AUG09 IS			12:00 09JUL15		0.00	CASH	15JUL15
R.O. OPENED		READY	OPTIONS: ENG:2.0 LITER F.I. TURBO				
08:13 09JUL15		14:44 15JUL15					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES WHEN DRIVING 3 TIMES YESTERDAY IN ABOUT A 20 MILE TRIP THE VEHICLE WOULD SLIP INTO NUTRAL AND THE TRAC CONTROL LIGHT WAS FLASHING, THEN ALL WOULD SMOOTH OUT AND IT WOULD REENGAGE INTO GEAR. AFTER COMING TO A STOP AND SHUTTING THE VEHICLE OFF IT BECAME STUCK IN PARK AND WOULDNT COME OUT OF GEAR. CUSTOMER HAD TO SHUT OFF AND RESTART VEHICLE SEVERAL TIMES BEFORE IT WOULD RESET AND ALLOW HIM TO PUT IT INTO GEAR, INSPECT AND ADVISE

14VWZ replaced mechatronics unit
588 C
1739 C

2 WHT-001-403 SEAL RING
1 02E-321-371-E GASKET
1 02E-325-025-AM-ZBK MECHATRON.
6 G-052-182-A2 GEAR OIL
10 N-105-540-05 SCREW

CPP COUPON DISCOUNT PERCENTAGE C -388.80 -388.80
PARTS: 1929.48 LABOR: 662.50 OTHER: -388.80 TOTAL LINE A: 2203.18

127321 replaced mechatronic unit
Test drove, no abnormalities found while driving. Shut vehicle off after test drive after attempting to move again the vehicle would not come out of park. Ran gff, found faults for no communication with the tcm. Removed the air box. Wiggle tested wiring and connector, communication did not change. Checked mechatronics connector. Connector was fully seat, and there is no fluid in the connector. Also performed pin drag test. Found pins are in good condition. Plugged connector back in and communication was restored. When the connector was unplugged and plugged back in that reset the module. Found failed mechatronics unit. Need to replace the mechatronics unit.
replaced mechatronic unit and performed adaptation test drove and no faults returned and no drivability concerns

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

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: [REDACTED]

[REDACTED]

Dick Hannah DEALERSHIPS

Dick Hannah Volkswagen

3500 NE Auto Mall Drive · Vancouver, WA 986
P.O. Box 1679 Vancouver, WA 98668
Phone: 360-314-0405 · Fax: 360-885-1460
www.dickhannahvolkswagen.com

INVOICE

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RIDGEFIELD, WA [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 801 RYAN WADE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAC
RED	10	VOLKSWAGEN JETTA	3VWRL7AJ3AM [REDACTED]		127311/127321	T298

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19AUG09 IS			12:00 09JUL15		0.00	CASH	15JUL15

R.O. OPENED	READY	OPTIONS:
08:13 09JUL15	14:44 15JUL15	ENG:2.0_LITER_F.I._TURBO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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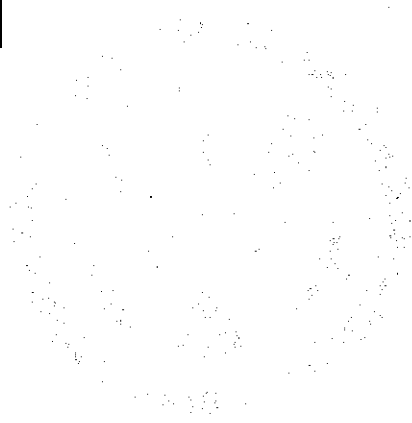
B CUSTOMER STATES: MULTI-POINT INSPECTION
MPI MULTI-POINT INSPECTION

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	(N/C) 0.00
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127311 COMPLETED WORLD CLASS MULTI-POINT INSPECTION.

EST: 125.00 09JUL15 08:13 SA: 801

CONTACT: CELL: [REDACTED]



DESCRIPTION	TOTALS
LABOR AMOUNT	662.50
PARTS AMOUNT	1929.48
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	16.00
TOTAL CHARGES	2607.98
LESS INSURANCE	388.80
SALES TAX	186.41
PLEASE PAY THIS AMOUNT	2405.59

CUSTOMER SIGNATURE

[Redacted]
Ridgefield Wa [Redacted]

PORTLAND OR 970

02 OCT 2015 PM 1 L



Mr.Randy Reid Chief
Office of defects and Investigation
US Department of T.
1200 New Jersey Ave. S.E.
Washington , DC 20590

20590

