

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	Repository <input type="checkbox"/>
21-JAN-2016	Reference No. 10821403

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
WARWICK	RI	[REDACTED]	

Daytime Telephone Number	E-mail Address
[REDACTED]	[REDACTED]
Evening Telephone Number	

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	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 14-JAN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)	Failure Mileage 100000	Failure Speed 35
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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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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).

CAR LOST ACCELERATION GETTING ON HIGHWAY FROM ON RAMP AND THEN DIED IN THE LANE OF TRAFFIC. SPEEDCRAFT DEALER SAID THE ENGINE HYDROLOCKED AND THAT THE RECOMMENDED FIX WAS AN UPDATED INTERCOOLER AND THAT THIS WAS A KNOWN ISSUE. THERE WAS A TSB THAT WAS ISSUED REGARDING THIS ISSUE. UPDATED 02/05/16*LJ

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.

[REDACTED]
Warwick, RI [REDACTED]
Complaint# 10821403

January 25, 2016

Office of Defects
1200 New Jersey Ave.
Southeast
Washington, DC 20590

Dear Sir/Madam,

Enclosed please find 2 attachments regarding my complaint # 10821403.

One is the TSB that was issued by Volkswagen regarding the issue my car had.

The second one is the invoice from the dealer that I paid to have my car fixed.

Warm regards
[REDACTED]



Complaint Number: 10821403

Vehicle Identification Number: 3VWRL7AJ3AM [REDACTED]

Your Vehicle's Make Model and Model Year: Volkswagen Jetta TDI 2010

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Engine

What happened?

Car lost acceleration getting on highway from on ramp and then died in the lane of traffic. Speedcraft Dealer said the engine hydrolocked and that the recommended fix was an updated Intercooler and that this was a known issue. There was a TSB that was issued regarding this issue.

Files you uploaded.

VWTSB_lced_Intercooler.pdf
VWTSB_lced_Intercooler.pdf

4/22/16
Reference #
[REDACTED]

When did this happen? 01/14/2016

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 35

About how many miles were on your vehicle at the time of the incident? 100000

First Name [REDACTED]

Last Name [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Warwick

State : RHODE ISLAND

ZIP Code : [REDACTED]

Phone: [REDACTED] Ext. :

Alt. Phone:

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

Technical Bulletin



Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta, Jetta Wagon	2009	2.0L TDI (CBEA)	All	All	All
Golf, Jetta, Jetta SportWagen, Golf Wagon	2010-2011	2.0L TDI (CJAA)	All	All	All

Parts Description	Part No:	Quantity per repair	Estimated vehicles	Part Ordering Note: at time of release
1. Cold Weather Intercooler Kit	1K0 198 803B	1	600	Normal ordering process

Condition

21 11 06 September 06, 2011 2025464 Supersedes T. B. V211102 dated June 14, 2011 to modify warranty table and labor operations for clarification.

Frozen Charge Air Cooler – Engine Will Not Start

Engine will not start after standing in cold weather below 0°C (32°F), MIL may be illuminated with various induction and/or boost system faults stored in ECM.

Technical Background

Moisture from the intake air condenses and collects in the charge air cooler. At cold temperatures this moisture can freeze causing blockage of the intake air system.

Production Solution

None.

Service

Install revised charge air cooler kit P/N 1K0 198 803B to avoid the formation of this moisture in the boost system.

Procedure

- Lock carrier in service position. See Repair Manual Group 50 in ElsaWeb.
- Separate A/C condenser from charge air cooler.
- Remove radiator and radiator fan assembly.
- Remove the original charge air cooler (item 3 in figure 1) from the vehicle.

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Charge air hoses can be difficult to remove at the charge air cooler, try separating the hoses from the hot and cold charge air pipes before loosening charge air cooler.

- Remove the lower charge pressure hoses (items 4 and 16 in figure 1) and clean of any moisture or sludge. See Repair Manual Group 21, Turbocharger/G-Charger, Description and Operation, Component Overview, in ElsaWeb.

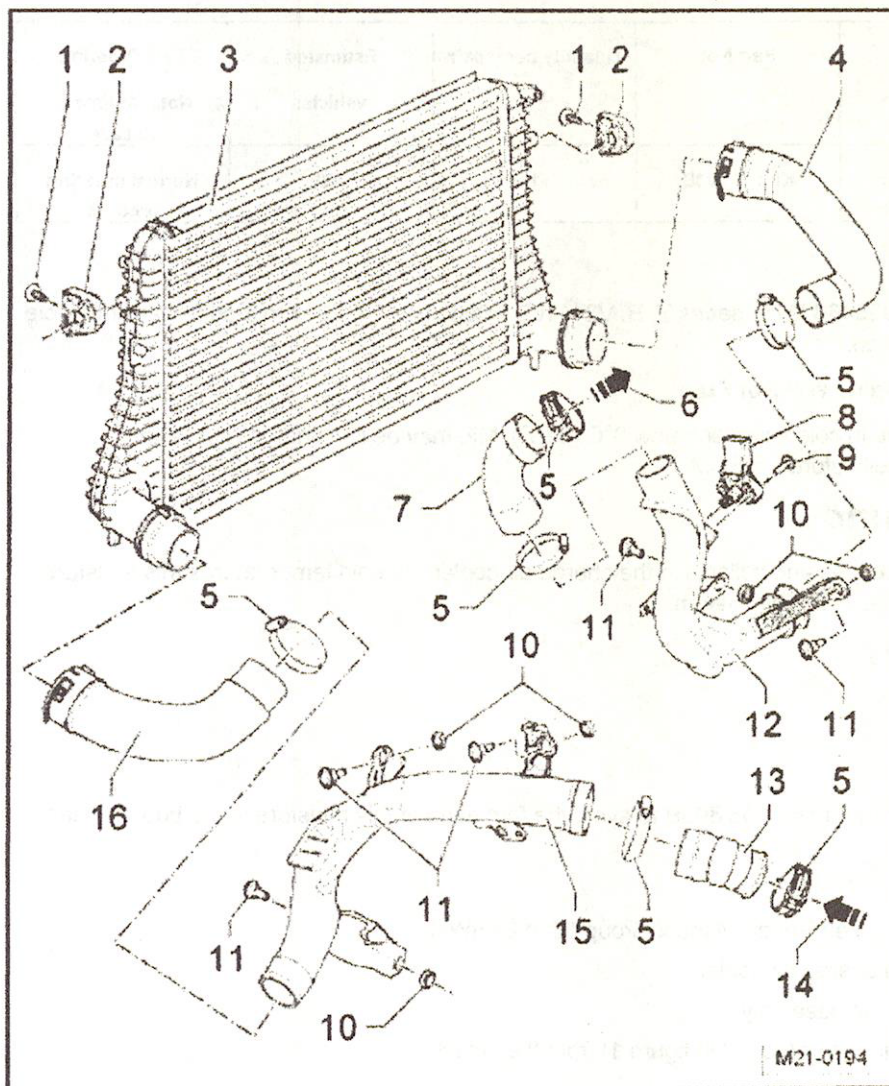


Figure 1

Technical Bulletin

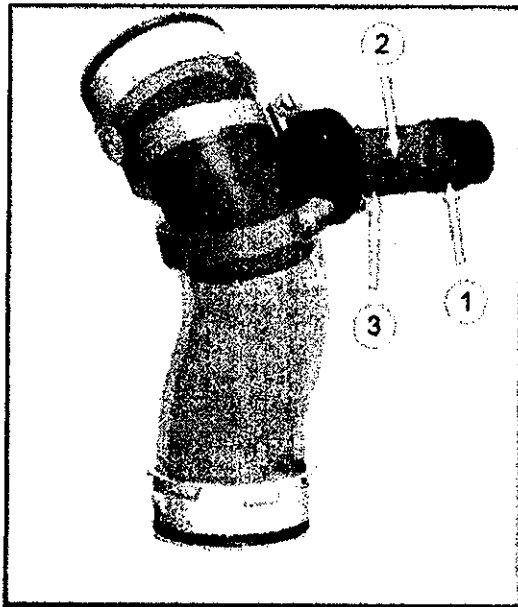


- Remove cold side charge air pipe (item 12 in figure 1) and pressure hose to throttle valve (item 7 in figure 1).
- Separate the A/C condenser from the charge air cooler.
- Remove the radiator and radiator fan assembly.
- Separate the charge air pressure sensor -G31- from cold side charge air pipe.
- Install charge air pressure sensor -G31- from kit to cold side charge air pipe.
- Loosely fit the pressure hose with new temperature switch to the cold side charge air pipe.

Tip:

By loosely installing pressure hose with switch to cold side charge air pipe allows for "wiggle room" when reinstalling.

- Install the cold side charge air pipe (item 12 in figure 1) and connect the charge air pressure sensor -G31- electrical connector.



- Note the vacuum hose routing on the temperature switch (figure 2).
1. Ventilation hose to air cleaner
 2. Hose to vacuum source
 3. Hose to charge air cooler regulator flap

Figure 2

- Route vacuum overlay harness as seen in figures 3 and 4.

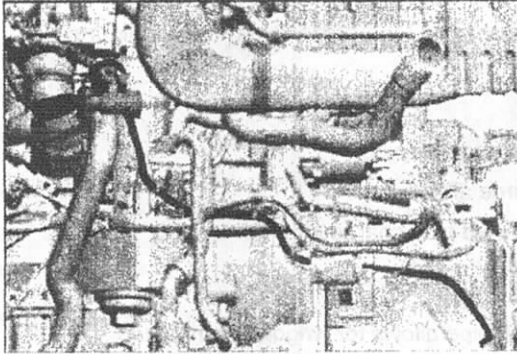


Figure 3

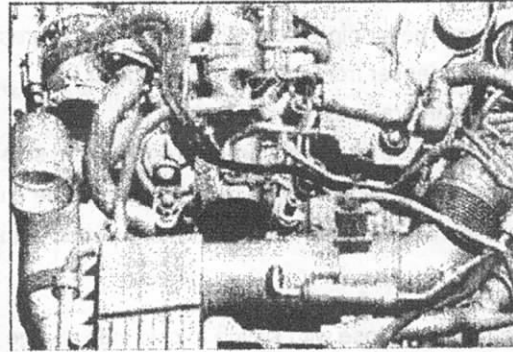


Figure 4

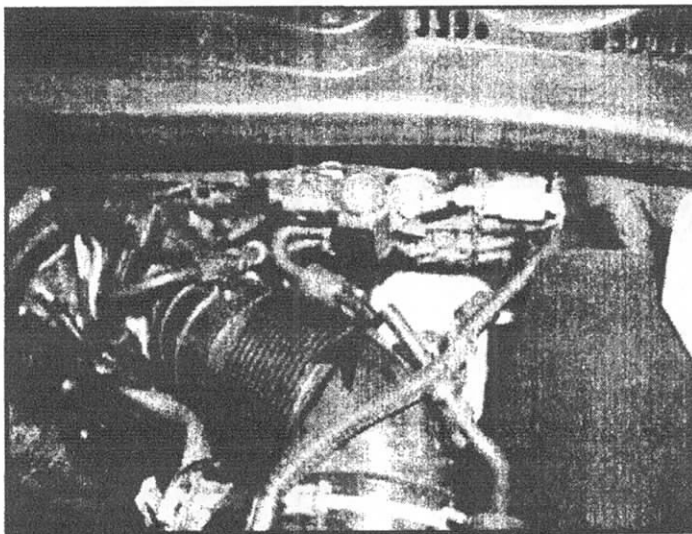
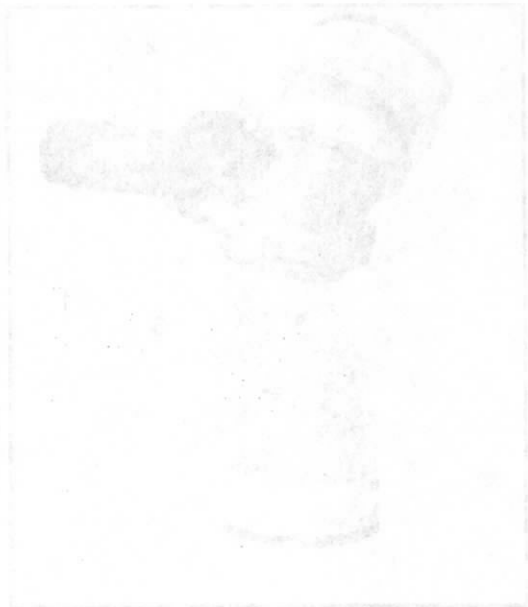


Figure 5

- Cut ventilation hose to air cleaner where indicated in figure 5.



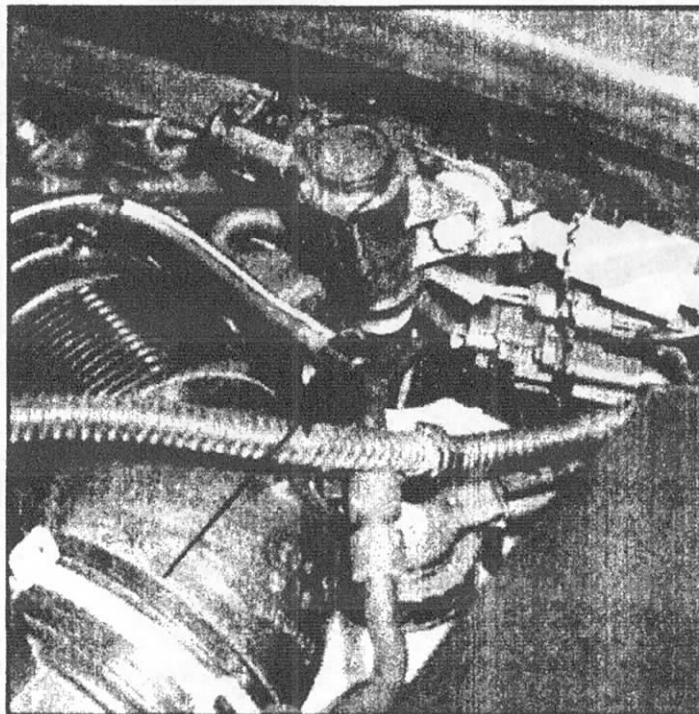


Figure 6

- Install splice as indicated in figure 6.



Tip:

Note the white tracer on the vacuum hose in figure 6.

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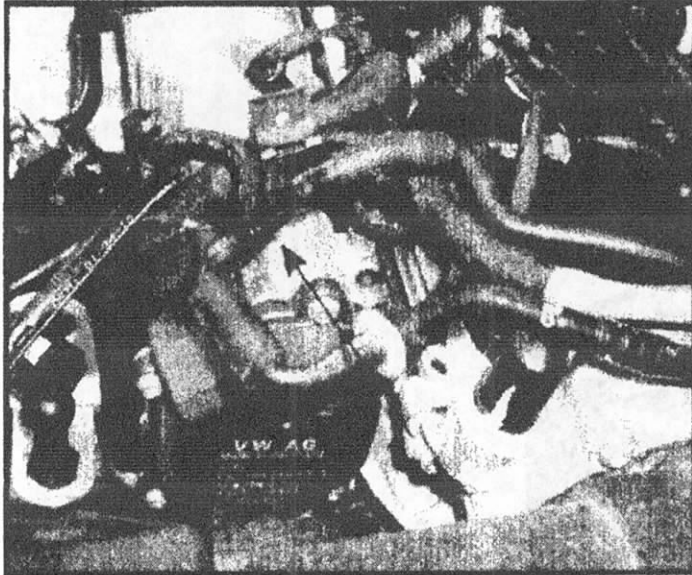


Figure 7

- Cut vacuum source hose where indicated in figure 7, and install splice.
- Install the revised charge air cooler (item 3 in figure 1) with regulating flap and connect the regulating flap vacuum hose.
- Re-assemble all charge air pipe connections.
- Connect A/C condenser to charge air cooler using fasteners from kit, and install radiator with fan assembly.
- Reassemble front carrier.
- Re-aim headlights.

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Warranty

Please verify engine code for accurate warranty table selection.

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Jetta, Jetta Wagon	2009	2.0L TDI (CBEA)	All	All	All
Claim Type:			Use applicable Claim Type ¹⁾		
SAGA Coding					
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)	Parts Manufacturer (removed part)	
2143	0055	-	Use applicable when indicated in ElsaWeb (L/R)	3ME	
Labor Operation ³⁾ : Replace Charge Air Cooler			21431983 = 20 TU		
Labor Operation ³⁾ : Remove and Install Radiator			19701950 = 70 TU		
Labor Operation ³⁾ : Lock Carrier Service Position			50380950 = 40 TU		
Labor Operation ³⁾ : Remove and Install Front Bumper Cover			63291900 = 70 TU 63291910 = 90 TU (Cup Edition Only)		
Labor Operation ³⁾ : Install Cold Weather Intercooler Kit			21433199 = 30 TU max. A-time		
Labor Operation ³⁾ : Aim head lights			941516XX = see ElsaWeb		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = 10 TU max.		YES		
Road Test	01210002 01210004		NO		

Technical Bulletin



Technical Diagnosis	0132xxxx = XX TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2025464" in comment section of Warranty Claim.		
¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only ²⁾ Code per warranty vendor code policy. ³⁾ Labor Time Units (TUs) are subject to change with Elsa updates. ⁴⁾ Documentation required per Warranty Policy Procedures Manual.		

Please verify engine code for accurate warranty table selection.

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Golf, Jetta Jetta SportWagen, Golf Wagon	2010-2011	2.0L TDI (CJAA)	All	All	All
Claim Type:			Use applicable Claim Type ¹⁾		
SAGA Coding					
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)	Parts Manufacturer (removed part)	
2143	0055	-	Use applicable when indicated in ElsaWeb (L/R)	WWO - Golf 3ME - Jetta, Jetta SportWagen, Golf Wagon	
Labor Operation ³⁾ : Replace Charge Air Cooler (includes radiator R&I, drain & fill)			21431983 = 130 TU		
Labor Operation ³⁾ : Lock Carrier Service Position			50380950 = 50 TU – Jetta/Jetta SportWagen/Golf Wagon 50380950 = 70 TU - Golf		

Technical Bulletin



Labor Operation ³⁾ : Remove and Install Front Bumper Cover		63291950 = 40 TU
Labor Operation ³⁾ : Remove and Install Radiator Grille		66051900 = 20 TU
Labor Operation ³⁾ : Install Cold Weather Intercooler Kit		21433199 = 30 TU max. A-time
Labor Operation ³⁾ : Aim head lights		941516XX = see ElsaWeb
Diagnostic Time ⁴⁾		
GFF Time expenditure	01500000 = 10 TU max.	YES
Road Test	01210002 01210004	NO
Technical Diagnosis	0132xxxx = XX TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2025464" in comment section of Warranty Claim.		
¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only ²⁾ Code per warranty vendor code policy. ³⁾ Labor Time Units (TUs) are subject to change with Elsa updates. ⁴⁾ Documentation required per Warranty Policy Procedures Manual.		

Required Parts and Tools

Part Description	Part No:	Quantity
Cold Weather Intercooler Kit	1K0 198 803B	1

No Special Tools required.

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.

SPEEDCRAFT VOLKSWAGEN
 104 OLD TOWER HILL ROAD
 WAKEFIELD, RI 02879
 (401)792-3300
 www.speedcraft.com

[REDACTED] WARWICK, RI [REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
		3VWRL7AJ3AM [REDACTED]	100763	100763	01/14/16 13:38	01/20/16	[REDACTED]
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2010 VOLKSWAGEN JETTA TDI (WHITE)					00224	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]	109.9		12/31/10	12/31/10	372	Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		ENGINE/TRANS	
[REDACTED]	[REDACTED]		[REDACTED]	DAVE BLANCHETTE (362)			

NEW SERVICE HOURS:
 MONDAY-THURSDAY 7:30AM-7:00PM
 FRIDAY 7:30AM-6:00PM, SATURDAY 8:00AM-5:00PM

SPEEDCRAFT VOLKSWAGEN WANTS YOU TO BE COMPLETELY SATISFIED! PLEASE CONTACT MARK HALLORAN AT 792-3300 ANY QUESTIONS OR CONCERNS. THANK YOU!

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	TOW		A99		Internal	
Concern VEHICLE TOWED TO THE DEALERSHIP, NOT DRIVEN.						
B *			A86		Customer	\$745.25
Concern Customer states glow plug light is illuminated, check and advise						
Part Number		Description		Qty.	Unit Price	Ext. Price
1K0198803B		REPAIR KIT		1	\$505.00	\$505.00
					Parts Total...	\$505.00
					Line Total...	\$1,250.25

Customer Totals

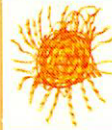
Charge Description	Amount
Parts	\$505.00
SalesTax	\$35.35
Labor	\$745.25
Disc.Labor	-\$74.53
Disc.Parts	-\$101.00
TOTAL CREDIT CARD	\$1,110.07

STATEMENT OF DISCLAIMER
 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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

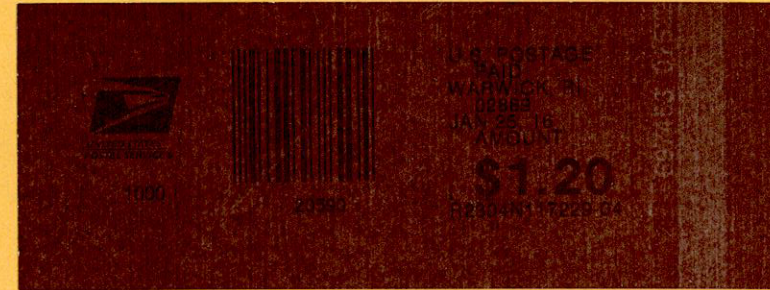
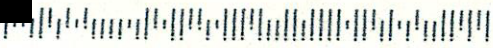
On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim has been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

 CUSTOMER SIGNATURE

 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
 (DATE)



Warw



Office of Defects
1200 New Jersey Ave.
Southeast
Washington, DC.
20590