



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: 22-AUG-2017
Repository:
Reference No.: 11018840
NOV 15 2017

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: TIFFIN State: IA 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: 3VWRF31Y06M [REDACTED]
Make: VOLKSWAGEN Model: BEETLE Model Year: 2006
Date Purchased: 7-06-2009 Dealer's Name and Telephone Number: Stan Olsen
Original Owner: Dealer's City: Omaha, Nebraska State: NE Zip Code: 68114 Engine: 2.5 No: Cylinders: 2.5 Fuel Type: Reg. unleaded
Transmission Type: Automatic Antilock Brakes Powertrain: Cruise Control Multiple Failure: Incident Date(s): 08-AUG-2017 happens all the time now

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage: 98000 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 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 2006 VOLKSWAGEN BEETLE. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 30 MPH, THE VEHICLE LOST ACCELERATION. THE CONTACT RELEASED THE ACCELERATOR PEDAL AND THE VEHICLE RESUMED TO NORMAL. THE CONTACT ALSO STATED THAT THE FAILURE OCCURRED FOR APPROXIMATELY EIGHT MONTHS EVERY DAY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED WITH A TRANSMISSION VALVE BODY FAILURE AND NEEDED REPLACEMENT. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND THE CONTACT WAS ADVISED THAT THE EXTENDED WARRANTY WAS EXPIRED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 98,000.

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 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)

when going down the highway the car will suddenly shift into a different gear. I did have an extended warranty but it expired at 100,000 miles or 2013. I just turned over 100,000. It started exhibiting the problem this past summer. It's a very dangerous situation when it happens. I started having this problem before I had 100,000 miles on the car. The dealership I took my car to knew about this problem and didn't fix it! Carousal Motors 809 Hwy 1 West Iowa City Iowa

(when it was still under warranty)

ATTACH ADDITIONAL SHEETS IF NECESSARY

52240



Tiffin, IA
of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300

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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, NEF-100
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**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

O D I



number

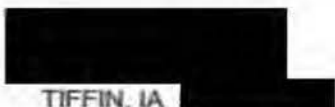
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safer for you



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Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326



TIFFIN, IA

November 2010

Subject: Warranty Extension – Transmission Valve Body
Certain 2003-2008 MY Volkswagen Automatic Transmission Vehicles

Dear Volkswagen Owner of 3VWRF31Y06M

As part of our ongoing commitment to customer satisfaction, we are pleased to inform you of our decision to extend the warranty that covers the valve body in your vehicle's transmission to 7 years or 100,000 miles, whichever occurs first, from the vehicle's original in-service date. The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

What is the Problem?

Volkswagen has received customer complaints of affected vehicles that may experience a hard shift from first to second gear, and also from second to third gear.

What Will Volkswagen Do?

Should you ever have an issue with hard shifting as described above due to an issue with the transmission valve body, your authorized Volkswagen dealer will diagnose and repair it at no cost to you, as long as your vehicle is within the time and mileage limit of this warranty extension. Please keep this letter with your Warranty booklet and deliver it to any new owner, along with the owner's manual.

This warranty extension covers only the diagnosis and repair of the transmission valve body. This warranty extension will not cover any damage or malfunctions caused by installation of parts that alter the performance of the transmission or transmission controls, such as the installation of transmission management components ("chipped" or "tuned" TCMS) not approved by Volkswagen.

Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension. Additionally, the transmission in your vehicle must have been maintained in accordance with the maintenance requirements found in your vehicle owner's manual. For verification purposes, be sure to retain proof of each maintenance once it has been completed.

Any malfunctions of other components remain covered by the normal terms of the New Vehicle Limited Warranty. Additionally, should you ever sell the vehicle, this warranty is fully transferable to subsequent owners.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this warranty extension, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for transmission valve body repairs or replacement relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Safety, customer satisfaction, quality and long-term vehicle reliability are top priorities at Volkswagen, and we are pleased to offer this extended warranty. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality