



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"/>
20-SEP-2017	Reference No. 11024647
DEC 7 - 2017	

Daytime Telephone Number	Home Address
[REDACTED]	[REDACTED]
Evening Telephone Number	[REDACTED]

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City PALM DESERT State CA Zip Code [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 3WJZ7AJ2AM [REDACTED]	Make VOLKSWAGEN	Model JETTA	Model Year 2010
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
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) 13-SEP-2017

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage 97500	Failure Speed
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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: DOTM19ABC036)	<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).

TL\* THE CONTACT OWNS A 2010 VOLKSWAGEN JETTA. THE CONTACT STATED THAT THE AIR BAG WARNING INDICATOR INADVERTENTLY ILLUMINATED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE CLOCK SPRING NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT CALLED VOLKSWAGEN OF PALM SPRINGS (67909 E PALM CANYON DR, CATHEDRAL CITY, CA 92234 (855) 996-5429) AND WAS INFORMED THAT A RECALL WAS NOT AVAILABLE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE FAILURE MILEAGE WAS 97,500.

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.



79050 Varner Road - Indio, CA 92203  
Ph: (760) 200-4000 - Fax: (760) 345-4137

SERVICE DEPARTMENT HOURS  
7:00 a.m. to 6:00 p.m.  
Monday - Friday  
7:00 a.m. to 1:00 p.m. Saturday  
Book appointment online  
www.mycoachellavalleyvw.com

R/O Open Date	R/O Number
10/06/17	
R/O Close Date	Status
10/06/17	Final
Mileage In	Mileage Out
98065	98066
Service Advisor / Tag #	
JORGE GONZALEZ/687*W*	

BAR# ARD285477 EPA# CAL000420738

Palm Desert, CA		Work Phone	Vehicle Identification Number
		Home Phone	3VWJZ7AJ2AM
Year	Make	Model	Body
2010	VOLKSWAGEN	JETTA SEDAN	4D
			Color
			License Number
			Delivery Date
			In-Service Date

Cell:	Email:	AMOUNT
#1 - Customer Reports:		
CUSTOMER STATES AIR BAG LIGHT IS ON CHECK AND ADVISE		
Tech: JOSE GOMEZ (353)	2.50hrs @ 140.00	350.00
Installed 1K0959653C :CLOCKSPRIN	1@148.33	148.33
REMOVED STEERING WHEEL REMOVED CLOCK SPRING REPLACED WITH NEW CLOCK SPRING REINSTALLED PARTS IN REVERSE ORDER OF REMOVAL. CODED CLOCK SPRING VERIFIED REPAIR HORN OPERATING AS DESIGNED AIR BAG INDICATOR NO LONGER ON.		
Sub Total: 498.33		
#2 - HA1: OIL & FILTER CHANGE, ROTATE TIRES, MULTIPOINT INSPECTION		
Tech: JOSE GOMEZ (353)	0.70hrs	17.95
Installed N 90813202 :SCREW	1@3.50	3.50
Installed 06D115562 :FILTERELEM	12.30	8.50
Kit: OIL1: OIL GAS		30.00
Installed G 052167S0 :ENGINE OIL		Included
OIL DISPOSAL FEE		2.89
DRAINED OIL REPLACED OIL FILTER AND DRAIN PLUG TOPPED OFF OIL WITH 6.3 QUARTS OF 5W40 VERIFIED LEVEL ON DIPSTICK RESET MAINTENANCE LIGHT PERFORMED TIRE ROTATION CONCERN CORRECTED.		
Sub Total: 62.84		
#3 - M01: COMPLIMENTARY MUTLIPOINT INSPECTION (\$49.95 VALUE)		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. \*I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.\*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX I.D.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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