



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: 14-NOV-2018  
Repository:   
Reference No.: 11151610  
FEB 26 2019

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: BELLEVUE 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).

17 digit Vehicle Identification Number Located: 3VWD17AJXFM [REDACTED] Model Year: 2015

Date Purchased: 09/08/2015 Dealer's Name and Telephone Number: VW of Orange Engine: No: Cylinders: 4 Fuel Type: Premium  
Original Owner:  Dealer's City: Orange, CA State: CA Zip Code: 92867

Transmission Type: Automatic Antilock Brakes:  Powertrain: Multiple Failure: Incident Date(s): 16-MAR-2016  
 Cruise Control

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

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 162000 STRUCTURE: BODY, 130000 VISIBILITY  
Failure Mileage: 25,000-7,000 Failure Speed: 0

**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: DOTM19ABC036): [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: 1 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 2015 VOLKSWAGEN JETTA. WHILE THE VEHICLE WAS POWERED OFF WITH THE WINDOWS ROLLED DOWN, THE CONTACT REACHED INTO THE VEHICLE AND THE WINDOW ROLLED UP AND SQUEEZED THE CONTACT. THE CONTACT SUSTAINED CHEST INJURIES THAT REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS TAKEN TO MICHAEL'S VOLKSWAGEN OF BELLEVUE (1500 S.E. EASTGATE WAY, BELLEVUE, WA 98007, 425-641-2002) TO BE DIAGNOSED, BUT THE FAILURE COULD NOT BE DUPLICATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND PROVIDED CASE NUMBER: [REDACTED] THE MANUFACTURER ADVISED THE CONTACT TO TAKE THE VEHICLE TO A DEALER. THE FAILURE MILEAGE WAS APPROXIMATELY 25,000-7,000.  
V.W. of Orange, 210 West Katella Orange, CA 92867  
Sales person was Michelle Stalling, 714-930-6283  
This dealership was apparently sold and changed personnel.  
At end of lease the vehicle was returned to  
Michaels VW of Bellevue WA. 1500 S.E. Eastgate Way Bellevue WA 98007

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.

425-641-2002

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Medical Examinations at Hoag Hospital Costa Mesa, CA  
and Providence Hospital (Minor James Med) Seattle WA

A subsequent test at Providence Hospital, Seattle,  
showed significant physical degradation.

I informed Volkswagen that the vehicle should  
not be sold. They have not responded to any  
of my inputs.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue SE  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

SEATTLE

98194-9900

20 DEC '18

PM 5 L



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

U.S. 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](http://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

