INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF 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: 12-JUL-2019 | **Repository** ☐ |
| | Reference No.: 11231324 |

**OWNER INFORMATION (Type or Print)**

| | | | |
|---|---|---|---|
| **Name** [redacted] | | Daytime Telephone Number [redacted] | E-mail Address [redacted] |
| **Address** [redacted] | | Evening Telephone Number [redacted] SAME | |
| **City** LIVERMORE | **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 | Make | Model | Model Year |
|---|---|---|---|
| 3VW4A7AJ1CM[redacted] | VOLKSWAGEN | GOLF - GLI | 2012 |

| Date Purchased | Dealer's Name and Telephone Number | | | Engine: | Fuel Type: |
|---|---|---|---|---|---|
| 2-14-13 | VW OF OAKLAND 510 907-4396 | | | No: Cylinders 4 | GAS |
| Original Owner ☐ | Dealer's City: OAKLAND | State: CA | Zip Code: 94612 | | |

| Transmission Type | | Powertrain | Multiple Failure: | Incident Date(s) |
|---|---|---|---|---|
| AUTO | ☐ Antilock Brakes ☐ Cruise Control | | | 05-JUL-2019 |

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

| Vehicle Component Code: 140000 AIR BAGS | Failure Mileage | Failure Speed |
|---|---|---|
| | 7522 | 0 |

**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: DOTMAL9ABC036) | ☐ 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 | Fire | Number of Persons Injured | Number of Deaths | Reported to Police |
|---|---|---|---|---|
| ☐ Yes ☒ No | ☐ Yes ☒ No | | | 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 2012 VOLKSWAGEN GOLF. THE CONTACT STATED THAT THE PASSENGER SIDE AIR BAG WARNING INDICATOR ILLUMINATED. THE CONTACT WAS CONCERNED FOR THE SAFETY OF THE PASSENGER IN THE EVENT OF A CRASH. THE VEHICLE WAS TAKEN TO DUBLIN VOLKSWAGEN (LOCATED AT 6085 SCARLETT CT, DUBLIN, CA 94568, (925) 829-0800) WHERE IT WAS DIAGNOSED THAT THE AIR BAG CONTROL MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS CURRENTLY BEING REPAIRED. THE MANUFACTURER WAS INFORMED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 7,522.

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.**

From: VWoA Customer CARE VWCustomerCARE@vw.com
Subject: Volkswagen Customer CARE [redacted]
Date: Jul 9, 2019 at 6:45:12 AM
To: [redacted]

Reference #[redacted]

Dear [redacted]

Thank you for reaching out to us regarding your Jetta GLI, and I appreciate the chance to be of further assistance.

The following extended warranties are effective from your car's in-service date of August 15, 2012:

- Intake Manifold and Fuel Injector for 10 years or 120,000 miles, whichever occurs first, for manufacturer shortcomings
- Steering Wheel Lock for 10 years or 100,000 miles, whichever occurs first, for manufacturer shortcomings
- Airbag Clock Spring for 15 years with no mileage limitations, for manufacturer shortcomings

If you have any questions, please contact us through our Customer CARE Center at (800) 822-8987.

Sincerely,

Sera M.
Customer CARE Advocate

NO FINANCIAL ASSISTANCE WHATSOEVER FROM ~~SERA~~ VW OF AMERICA.

NEW AND USED CAR SALES
925 829-0800

# DUBLIN VOLKSWAGEN

6085 SCARLETT COURT
DUBLIN, CA 94568

EPA # CAL000333077 BAR # ARD255482

11:42 7/13/19
SERVICE & PARTS
925 829-0800
Ready
SERVICE HOURS
MON. - FRI. 7:00 AM - 6:00 PM
SATURDAY 8:00 AM - 4:00 PM

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

Message

CELL: [redacted]

| | | | | |
|---|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR ANTHONY LYNDS 269 | TAG NO. 683 | INVOICE DATE 07/13/19 | INVOICE NO. [redacted] |
| [redacted] | [redacted] | MILEAGE 7,522 | COLOR / | STOCK NO |
| LIVERMORE, CA [redacted] | YEAR, MAKE, MODEL 12/VOLKSWAGEN/JETTA/4DR SDN PZEV AT | | DELIVERY DATE | DELIVERY MILES |
| [redacted] | VEHICLE ID NO. 3VW4A7AJ1CM [redacted] | | SELLING DEALER NO | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 07/10/19 | REPRINT# 1 |
| RESIDENCE PHONE / BUSINESS PHONE | COMMENTS | | | MO: 7577 |

SET TIRE PRESSURE TO FACTORY SPEC AND DOCUMENT BEFORE AND
AFTER READINGS

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX VWCS JOB# 3 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $975.95 (+TAX)
TOTALS----------

Thank you so much for allowing us to service your car today.
We appreciate your business & hope to see you again soon.
YOUR DUBLIN VOLKSWAGEN STAFF

| | |
|---|---|
| TOTAL LABOR.... | 375.00 |
| TOTAL PARTS.... | 601.44 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | -97.00 |
| TOTAL TAX..... | 51.29 |
| **TOTAL INVOICE $** | **930.73** |

PAID

_____
CUSTOMER SIGNATURE

American Solutions for Business (510) 538-9966 - id111989 (10/16)



CUSTOMER COPY

[ END OF INVOICE ] 11:40am

NEW AND USED CAR SALES
925 829-0800

# DUBLIN VOLKSWAGEN

6085 SCARLETT COURT
DUBLIN, CA 94568

SERVICE & PARTS
925 829-0800

SERVICE HOURS
MON. - FRI. 7:00 AM - 6:00 PM
SATURDAY 8:00 AM - 4:00 PM

EPA # CAL000333077 BAR # ARD255482

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CELL: [redacted]

| | | | |
|---|---|---|---|
| CUSTOMER NO [redacted] | ADVISOR ANTHONY LYNDS 269 | TAG NO 683 | INVOICE DATE 07/13/19 [redacted] |
| [redacted] | [redacted] | MILEAGE 7,522 | COLOR | STOCK NO |
| LIVERMORE, CA [redacted] | YEAR/MAKE/MODEL 12/VOLKSWAGEN/JETTA/4DR SDN PZEV AT | | DELIVERY DATE | DELIVERY MILE |
| [redacted] | VEHICLE ID NO 3 V W 4 A 7 A J 1 C M [redacted] | | SELLING DEALER NO | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO | R.O. DATE 07/10/19 | REPRINT# 1 |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | MO: 757 |

JOB# 1 CHARGES----------

LABOR----------

J# 1 08VWZ-0 DIAGNOSIS ELECTRICAL UNITS: 2.50 TECH(S):296 375.00

CUSTOMER STATES ,AIR BAG ERROR DISPLAYED /INSPECT AND REPORT
/CASE [redacted]
INSPECT AND REPORT
NO HELP FROM VW /CUSTOMER DECLINED REPAIR
CONFIRMED CONCERN, PERFORMED GFF SCAN AND FOUND FAULT
B200009 CONTROL MODULE FAULTY. PERFORMED GFF TEST PLAN
AIRBAG CONTROL MODULE HAS FAILED, RECOMMEND REPLACE AIRBAG
CONTROL MODULE AND THEN RECHECK SYSTEM OPERATION.
ALSO AS PER TSB 69-13-05 ALARM HORN KIT NEED TO BE INSTALLED
INSTALLED ALARM HORN KIT AND THEN PERFORMED RETROFIT CODING
3370E. REPLACED AIRBAG CONTROL MODULE AND THEN PERFORMED
AIRBAG CONTROL MODULE CODING. PERFORMED ROAD TEST AND THE
N RECHECK SYSTEM FOR FAULT OK.

| PARTS QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | |
|---|---|---|---|---|
| 1 | 5C0-959-655-E-097 | MODULE | 447.30 | 447.30 |
| 1 | 5C6-998-003 | REPAIR KIT | 154.14 | 154.14 |
| | | TOTAL - PARTS | | 601.44 |

| MISC CODE | DESCRIPTION | CONTROL NO | |
|---|---|---|---|
| LD10 | 10%LABOR DISCOUNT | | -50.00 |
| PD10 | 10% PARTS DISCOUNT | | -47.00 |
| | TOTAL - MISC | | -97.00 |

JOB# 1 TOTALS----------

| | |
|---|---|
| LABOR | 375.00 |
| PARTS | 601.44 |
| MISC | -97.00 |

JOB# 1 JOURNAL PREFIX VWCS JOB# 1 TOTAL 879.44

JOB# 2 CHARGES----------

LABOR----------

J# 2 00VWZMPI MULTI POINT CK UNITS: TECH(S):296 0.00

PERFORM COURTESY VISUAL MULTI-POINT VEHICLE INSPECTION AND
REPORT ON GENERAL CONDITION OF VEHICLE AS PER THE VOLKSWAGEN
MULTI-POINT INSPECTION CHECKSHEET. AN ESTIMATE WILL BE
PROVIDED IF NEEDED FOR ANY NEEDED REPAIRS
SEE MPI.

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX VWCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 12VWZ-0 SET TIRE PRESS UNITS: TECH(S):296 0.00

CHECK AND SET CUSTOMERS TIRE PRESSURE TO FACTORY SPEC
AND DOCUMENT BEFORE AND AFTER READINGS.
TIRE PRESSURES

American Solutions for Business (510) 536-9966 • v2111989 (10/16)

 [CONTINUED ON NEXT PAGE] 11:40am

# Dublin Volkswagen

6085 Scarlett Court • Dublin, CA 94568
Sales 888.431.8461 | Service 925.364.7300

[redacted]
Livermore, CA [redacted]

**July 10, 2019**
*RO #* [redacted]

2012 Volkswagen Jetta - 7,522 mi.
*VIN #* 3VW4A7AJ1CM[redacted]
*License #* [redacted]

*Service Consultant*: **Anthony Lynds**
*Certified Technician*: **Steven Souza**

[redacted]

Scan the QR code above or visit
http://tcc.direct/vm9750 for details

## Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:
1. CUSTOMER STATES ,AIR BAG ERROR DISPLAYED /INSPECT AND REPORT /CASE [redacted] INSPECT AND REPORT
2. PERFORM COURTESY VISUAL MULTI-POINT VEHICLE INSPECTION AND REPORT ON GENERAL CONDITION OF VEHICLE AS PER THE VOLKSWAGEN MULTI-POINT INSPECTION CHECKSHEET. AN ESTIMATE WILL BE PROVIDED IF NEEDED FOR ANY NEEDED REPAIRS
3. CHECK AND SET CUSTOMERS TIRE PRESSURE TO FACTORY SPEC AND DOCUMENT BEFORE AND AFTER READINGS.

## Multipoint Inspection Results

| Passed Task | Observation | Recommendation |
|---|---|---|
| Left Front Tire / Tread Depth and or Condition | Left Front Tread Depth 8/32" | |
| Right Front Tire / Tread Depth and or Condition | Right Front Tread Depth 8/32" | |
| Left Rear Tire / Tread Depth and or Condition | Left Rear Tread Depth 7/32" | |
| Right Rear Tire / Tread Depth and or Condition | Right Rear Tread Depth 7/32" | |
| Front Brake Pads | 11 MM | |
| Rear Brakes - Linings / Pads | Pads - 9 MM | |

## Passed Tasks

- ✓ Tire Recommendations
- ✓ Other Warning Lights
- ✓ ABS Light
- ✓ TPMS Light
- ✓ Horn Operation
- ✓ Headlights/ Turn Signals/ High Beams/ Fog Lights
- ✓ Battery
- ✓ Drive Belts
- ✓ Cooling System
- ✓ Windshield Washer Fluid
- ✓ Half Shafts
- ✓ Frame / SubFrame
- ✓ Differential / Transfer Case (Check Condition & Leaks)
- ✓ Tire Pressures
- ✓ Check Engine Light
- ✓ SRS Light
- ✓ Wiper blades
- ✓ In-Cabin Microfilter
- ✓ Tail Lights/ Brake Lights/ Reverse Lights/ Exterior Lights/ Rear Wiper
- ✓ Engine Oil
- ✓ Brake Fluid
- ✓ Engine Air Filter
- ✓ Automatic Transmission Fluid
- ✓ Fluid Leaks
- ✓ Muffler / Exhaust / Mountings
- ✓ Suspension (Damage/Leaks/ Worn Components)

## Requested / Recommended Services

| Original Customer Requests | Estimate | Declined | Approved |
|---|---|---|---|
| CUSTOMER STATES ,AIR BAG ERROR DISPLAYED /INSPECT AND REPORT /CASE [redacted] NSPECT AND REPORT | $160.00 | | ✓ |
| PERFORM COURTESY VISUAL MULTI-POINT VEHICLE INSPECTION AND REPORT ON GENERAL CONDITION OF VEHICLE AS PER THE VOLKSWAGEN MULTI-POINT INSPECTION CHECKSHEET. AN ESTIMATE WILL BE PROVIDED IF NEEDED FOR ANY NEEDED REPAIRS | $0.00 | | ✓ |
| CHECK AND SET CUSTOMERS TIRE PRESSURE TO FACTORY SPEC AND DOCUMENT BEFORE AND AFTER READINGS. | $0.00 | | ✓ |
| **Subtotal** | **$160.00** | | **$160.00** |
| **Additional Recommendations** | **Estimate** | **Declined** | **Approved** |
| FOUND AIRBAG CONTROL MODULE HAS FAILED REPLACE AIRBAG CONTROL MODULE | $814.26 | ✗ | 975 |
| **Subtotal** | **$814.26** | **$814.26** | |
| **Totals, Taxes and Fees** | **Estimate** | **Declined** | **Approved** |
| Estimate Subtotal | $974.26 | $814.26 | $160.00 |
| Shop Fee | $0.00 | | |
| Tax | $57.05 | | $7.40 |
| **Estimate Total** | **$1,031.31** | **$814.26** | **$167.40** |

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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

NHTSA
www.nhtsa.gov