

From: [REDACTED]
To: [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov)
Subject: Re: Follow up to ODI Complaint ---- 11255265----
Date: Tuesday, November 12, 2019 1:13:02 PM
Attachments: [NHSTA Report.docx](#)

Please find attached an edited copy of complaint referenced below in Word document format. Any problems or issues please do not hesitate to contact me.
Thank you.

[REDACTED]

On Nov 12, 2019, at 12:28 PM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

<11255265.pdf>



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

13-SEP-2019

Repository

Reference No.
11255265

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City DUBLIN State NH 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
3VW5T7AU9KM [REDACTED] Make VOLKSWAGEN Model GTI Model Year 2019
Date Purchased 5/18/19 Dealer's Name and Telephone Number Wellesley Volkswagen (781) 237-3553 Engine: No: Cylinders 4 Fuel Type: gas
Original Owner Dealer's City Wellesley State MA Zip Code 02482
Transmission Type 6MT yes Antilock Brakes yes Cruise Powertrain Multiple Failure: Stalled when coming to a stop Incident Date(s) 17-JUL-2019 01-SEP-2019 10-OCT-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS) Failure Mileage 700, 900, 1750 Failure Speed 10 mph or less

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: DOTMAL9ABC036) [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 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 2019 VOLKSWAGEN GTI. WHILE DRIVING VARIOUS LOW SPEEDS, THE VEHICLE SUDDENLY STALLED. THE FAILURE OCCURRED ON TWO SEPARATE OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE LOCAL DEALER AND MANUFACTURER WERE NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 700.

Update: Dealer was notified on 13-SEP-2019 immediately after this complaint was originally filed. Failure has now occurred on 3 occasions. Vehicle was brought to dealer on 10-OCT-2019 for diagnosis but was unable to fix as it stalled for a third time that day when returning home. Dealer was again notified of the third stall and is awaiting permanent fix information when available from VWofA.

Approx. Mileage at time of failures: 700 miles on 17-JUL-2019, 900 miles on 01-SEP-2019, and 1750 miles on 10-OCT-2019

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.