

FOR AGENCY USE ONLY 100148	
Date Received 25-JUN-2020 SEP 16 2020	Repository <input type="checkbox"/> Reference No. 11330865
Daytime Telephone Number [REDACTED]	Email Address [REDACTED]
Evening Telephone Number [REDACTED]	[REDACTED]

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

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SOUTH GATE 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: 3VWAZ7AJ0AM [REDACTED]
Make: VOLKSWAGEN Model: JETTA Model Year: 2010

Date Purchased: 2010 Dealer's Name and Telephone Number: Downtown LA VW (213) 204-7691
Original Owner: Dealer's City: Los Angeles State: CA Zip Code: 90071
Engine: No. Cylinders: regular

Transmission Type: 2.5 Antilock Brakes: Powertrain: Cruise Control:
Multiple Failure: Incident Date(s): 01-NOV-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS) Failure Mileage: 122193 Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Bridgestone 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: Jetta 2.5 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: [REDACTED] Number of Deaths: [REDACTED] 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 2010 VOLKSWAGEN JETTA. THE CONTACT STATED THAT WHILE STOPPED, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS RESTARTED. THE CONTACT STATED THAT THE ALTERNATOR AND TIMING BELT WERE RECENTLY REPLACED BY AN INDEPENDENT MECHANIC. MCKENNA VOLKSWAGEN CERRITOS (18303 STUDEBAKER RD #5328, CERRITOS, CA 90703, 562-741-3035) WAS CONTACTED AND INFORMED OF THE FAILURE. THE CONTACT WAS INFORMED THAT THERE WAS A \$249 DIAGNOSTIC FEE TO DIAGNOSE THE CAUSE OF THE FAILURE. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 122,193.

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.