

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11377159-----
Date: Monday, January 11, 2021 9:12:20 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Saturday, January 09, 2021 4:13 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: FW: Follow up to ODI Complaint ----- 11377159-----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please see attached Ref to email received Jan 5th.

U.S. Department
of TransportationNational 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

30-NOV-2020

Repository ☐Reference No.
11377159**OWNER INFORMATION (Type or Print)**

Name

Address

City

GREER

State

SC

ZIP Code

Daytime Telephone Number

Email Address

Evening Telephone Number

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3VWDZ7AJ8BMMAKE
VOLKSWAGENModel
JETTAModel Year
2011

Date Purchased

Dealer's Name and Telephone Number

Feb 2016 (approx) Steve White VW 864 288-8300

Engine:
No. Cylinders 4Fuel Type:
Gas

Original Owner

☐ No

Dealer's City

GREENVILLE

STATE

SC

ZIP Code

29607

Transmission Type

Auto

☒ Antilock Brakes☒ Cruise Control

Powertrain

4 cyl Eng

Multiple Failure:

Yes

Incident Date(s)

01-JAN-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 060000 ENGINE (PWS)

Failure Mileage
60000.0

Failure Speed

* 1st of 3-4 Times

N/A

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: DOTM1 9ABC036)

☒ Original Requirement☐ Prior Repair

Failure Location:

Highway/City/Rural

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), 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), 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 2011 VOLKSWAGEN JETTA. THE CONTACT STATED THAT THE VEHICLE STALLED WITHOUT WARNING WHILE STOPPED AT A STOP SIGN. THE CONTACT MOVED THE VEHICLE ONTO THE ROAD SHOULDER AND RESTARTED THE VEHICLE. THE FAILURE RECURRED SEVERAL TIMES. THE CONTACT HAD PREVIOUSLY TAKEN THE VEHICLE TO STEVE WHITE VOLKSWAGEN (100 DUVALL DRIVE GREENVILLE, SOUTH CAROLINA, 29607, (864) 288-8300) TO BE DIAGNOSED. THE FAILURE CODES RETRIEVED INDICATED FAILURES WITH THE CAMSHAFT POSITIONING SENSOR AND CAMSHAFT ADJUSTER. THE CAMSHAFT ADJUSTER AND CAMSHAFT SENSOR WERE REPLACED HOWEVER, THE FAILURE PERSISTED. THE VEHICLE WAS TAKEN BACK TO THE SAME DEALER TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE PREVIOUS PARTS THAT WERE REPLACED, NEEDED TO BE REPLACED A SECOND TIME. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 60,000. *LN

* Purchased approx Feb 2016 w/32k miles, the above failures have happened MULTIPLE TIMES - AND CONTINUE AS OF my complaint and Repair Expenses.

I'm Reporting this Equip should not be Breaking the 1st Time not counting MULTIPLE cases - should this result in a crash or worse I'm Reporting my concerns. I would Replace the Car but do not have funds to do so.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NEEDED

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.