

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: 15-FEB-2023	Repository <input type="checkbox"/>
Daytime Telephone Number: [REDACTED]	E-mail Address: [REDACTED]
Evening Telephone Number:	Reference No.: 11507478

OWNER INFORMATION (Type or Print)

Name [REDACTED]			
Address [REDACTED]			
City Baltimore	State MD	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 3VWC57BU2KM [REDACTED]		MAKE VOLKSWAGEN	Model JETTA	Model Year 2019
Date Purchased 10/21/2021	Dealer's Name and Telephone Number Easterns Automotive Group		Engine: No. Cylinders	Fuel Type:
<input type="checkbox"/> Original Owner	Dealer's City Rosedale,	STATE MD MD	ZIP Code 21237	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 08-NOV-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 111000 ELECTRICAL SYSTEM;12V24W48V BATTERY, 061600 ENGINE AND ENGINE COOLING:ENGINE:ENGINE CONTROL MODULE (ECU/ECM)	Failure Mileage 13805.0	Failure Speed
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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: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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), injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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).

The contact owns a 2019 Volkswagen Jetta. The contact stated while starting the vehicle, the failure electrical, child safety start, and stop defect, and other electrical features failed to function as needed. The vehicle was taken to the dealer and the ECM software was updated. The vehicle was repaired but the failure continued, and the vehicle was taken back to the dealer who stated that the vehicle needed a battery replacement. The battery was replaced but the failure continued. The manufacturer was contacted, and a case was filed. The failure mileage was 13,805.

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.