



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

Date Received: **JAN 27 2002**
Repository:
Reference No.: 10001656

OFFICE DEFECTS INVESTIGATION

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: WEYMOUTH State: MA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: [REDACTED] Date: 1/13/02

VEHICLE INFORMATION

Make: **VOLKSWAGEN** Model: **A4** Model Year: **1999**
Date Purchased: **2/14/99** Dealer's Name and Telephone Number: **S. SWARE IMPORTS** Engine: No. Cylinders: **4** Fuel Type: **PETROL**
Original Owner: Dealer's City: **HANDOVER, MA** State: **MA** Zip Code: **02389**
Transmission Type: Antilock Brakes Powertrain: [REDACTED] Vehicle Component Code: **171.100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH**
 Cruise Control Multiple Failure: [REDACTED]

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): **13-DEC-2002** Failure Mileage: [REDACTED] Failure Speed: [REDACTED]

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: 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: [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: [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 a part is available).

CONSUMER STATED THAT THE FRONT DOORS ARE TOO HARD TO OPEN OR CLOSE CAUSING A DISTRACTION TO THE CONSUMER. DEALER NOTIFIED. TS

DOOR BODY PARTS STRIKE MAIN BODY PARTS WHEN CLOSED DAMAGING BODY WHERE STRIKE OCCURS (2 DOORS). 2 ORALERS NOTIFIED; VW CORP. OFFICE NOTIFIED (S. SWARE IMPORTS, QUINCY, MA) SAME OCCURRENCE ON 2ND VW OF SAME YEAR AND MODEL; VIN # OF 2ND VEHICLE: WVWBG51JLXW357637

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

CONDITION PERIODICALLY CORRECTED BY LIFTING DOOR BUT THIS
(PERFORMED AT BODY SHOP) CAUSES LOUD HISSING NOISES. CONDITION
ALWAYS RECURS OVER PAST 3.5 YEARS.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



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and dial toll free at

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(DASH) 2 DOT



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<http://www.safercar.gov/dot>