



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100145

RECEIVED

MAR -5 PM 8:34  
2003

OFFICE  
DEFECTS INVESTIGATION

Repository ☐

Reference No.  
10005948

**OWNER INFORMATION (Type or Print)**

Name

Address

City

SHERILL

State NY

Zip Code

Daytime Telephone Number

Evening Telephone Number

SAME

E-mail Address

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: [Signature] Date: 2/19/03

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side)

3YWSC29H3XM015016

Make

VOLKSWAGEN

Model

JETTA

Model Year

1999

Date Purchased

2/2000

Dealer's Name and Telephone Number

FAIRLIE'S CAR World Rt. 49

Engine:

No. Cylinders

4

Fuel Type:

Original Owner

☒

Dealer's City

Marcy

State

NY

Zip Code

Transmission Type

Automatic

☒ AntiLock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

137200 VISIBILITY:REAR WINDOW WIPER/WASHER:MOTOR

Multiple Failure:

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

11-DEC-2001

Failure Mileage

53000

Failure Speed

1,000

**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: DOTM15ABC036)

☐ Original Equipment

☐ 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), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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).

VEHICLE'S WINDSHIELD WIPERS STOPPED WORKING INTERMITTENTLY IN INCLINING WEATHER WHICH MAKES VISIBILITY IMPOSSIBLE. DEALER NOTIFIED. PLEASE PROVIDE ADDITIONAL INFORMATION.

The wiper assembly was replaced on 1/29/03 when the wipers stopped working permanently. Prior to this, the wipers would either work, although very slowly, stop mid-cycle, or not work at all. This went on for about two years until they finally failed to work at all. I was told by the garage that I had the wrong wipers on the car, even →

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 responses 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 responses, 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)

though they were specifically made for a Jetta. Also it was suggested that it was the motor although the problem persisted for almost 2 years. The wipers would stop during a snow storm or other conditions making it impossible to see the road. This was very scary and dangerous. The car was not brought to the dealer for repair - since I was close to another "garage" when the wipers stopped working. Please see attached receipt for repair cost: \$830.03 CAR had to be left there.

Thank you!

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

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NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 79175 WASHINGTON, D.C.

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

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



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OWNER'S  
QUESTIONNAIRE**

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OR

**DASH2DOT**

and dial toll free at

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(DASH) 2 DOT



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**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**