



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 1387

Date Received

2003 APR 10
10-MAR-2003

Repository ☐

Reference No.
10011181

OWNER INFORMATION (Type or Print)

Name

Address

City

SWISHER

State

IA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Date 03/22/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3VWFE21C12M457807

Make

VOLKSWAGEN

Model

BEETLE

Model Year

2002

Date Purchased

11/23/02

Dealer's Name and Telephone Number

EUROPEAN MOTORCARS

Engine:

No: Cylinders

4

Fuel Type:

GASOLINE

Original Owner

☐

Dealer's City

DES MOINES IA

State

Zip Code

Transmission Type

HANUAL

☒ Antilock Brakes

☒ Cruise Control

Powertrain

1.8 TURBO

Vehicle Component Code

110000 ELECTRICAL SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

03-MAR-2003

Failure Mileage

13500

Failure Speed

45

IGNITION COIL 1 of 4

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: DOTM19ABC038)

☐ Original Equipment
☐ Prior Repair

Failure Location:

The 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).

1 OF THE 4 IGNITION COILS FAILED, THE DEALER REFUSED TO REPLACE THE OTHER 3 UNTIL THEY FAIL. *JB

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.

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

IGNITION COIL FAILED - ENGINE BEGAN TO MISFIRE WHILE OVERTAKING A SEMI IN INDIANAPOLIS. VOLKSWAGEN TOOK 4 1/2 HOURS TO RETURN WITH 24 HOUR SERVICE.

FORTUNATELY I WAS NOT ON AN INTERSTATE.

VWCA INFORMED ME THAT THEY WOULD ONLY REPLACE COILS AS THEY FAIL.

THIS WAS A KNOWN FAULT. SO FAR VW HAVE NOT ISSUED A VEHICLE RECALL

THIS IS A SERIOUS SAFETY ISSUE!

VEHICLE FINALLY REPAIRED THIS WEEK!

US Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

49-2303
3-70-210
711-1

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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