



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 120

Date Received

Repository ☐

Reference No.

10052275

OWNER INFORMATION (Type or Print)

Name

Address

City PEAPACK

State NJ

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 1/1

VEHICLE INFORMATION

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

3VWSE29M8Y

Make

VOLKSWAGEN

Model

JETTA

Model Year

2000

Date Purchased

Dec. 20, 1999

Dealer's Name and Telephone Number

Bernardsville VW 908-766-1600

Engine:

No. Cylinders

6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Bernardsville

State

N.J.

Zip Code

07924

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Front wh. Drive

ABS, Tra. Control

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-JAN-2004

Failure Mileage

42182

Failure Speed

50 MPH

Transmission mount bolt broke (clean break), Engine dropped & violent vibration in steering wheel and accelerator.

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: DOTM19ABC036)

☐ 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

0

Number of Deaths

0

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).

CONSUMER STATED THAT WHILE DRIVING ON THE HIGHWAY VEHICLE BEGAN TO VIBRATE. HE HAD TO PULL TO THE SIDE OF THE ROAD AND HAD VEHICLE TOWED. CONSUMER WAS TOLD BY THE MECHANIC THAT MOTOR MOUNTS BROKE AND DROPPED DOWN. CONSUMER STATED THAT VEHICLE WAS FAIRLY NEW, AND HAD ONLY 42,182 MILES ON IT, AND THIS SHOULD NOT HAVE HAPPENED. *AK

1) Driving at 50 MPH, road dry and weather clear.

2) Sudden violent vibration in steering wheel and accelerator. Pulled to shoulder of highway and called AAA to have car towed.

3) Car was finally taken to Bernardsville VW & repaired. The service manager told me that the trans. mount bolt broke. Asked for broken bolt, but was in trash. Had to send Repair Invoice & Cr. Card Receipt to VW of America. Told me they would pay only \$97.00

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.