



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 252

Date Received

08 MAY 2004 6 PM

Repository

Reference No.  
10072216

OWNER INFORMATION (Type or Print)

Name

Address

City

NEWHART STEVENSON beach

State CA

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

VEHICLE INFORMATION

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

3VWDD21C52

Make

VOLKSWAGEN

Model

BEETLE

Model Year

2002

Date Purchased  
10/5/01

Vehicle Identification Number  
3VWDD21C52

Dealer's Phone Number  
661-253-1234

Engine:  
No. Cylinders  
4 turbo

Fuel Type:  
Gas

Original Owner

Dealer's City  
Valencia + Elendale

State  
Ca

Zip Code  
91355

Transmission Type  
Auto

Antilock Brakes

Powertrain

auto

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure:  Yes

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

08 MAY 2004

Failure Mileage

Failure Speed

any speed, any time, no warning

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: DOTM4SABC036)

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).

~~WHILE DRIVING, SEAM/WHOLE SUDDENLY ACCELERATED THEN STALLED. BATTERY CHARGED TO RESTART VEHICLE. BUT WAS UNABLE TO DO SO. CONSULTING THE VEHICLES POWERED TO THE DEALER FOR INSPECTION AND MECHANIC DETERMINED THAT COOLANT WAS LEAKING INTO THE ENGINE. "AK"~~

I waited for quite some time to purchase my Volkswagen Beetle. I was very excited when I got it, and very disappointed in it ever since. This vehicle was my dream car, now I'm worried I've bought a nightmare.

Include, if available, Police/Fire Department Report, Photos, and Repair Invoices.

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.

Vehicle warning panel lights go on & off for no apparent reason. The battery dies, but Volkswagen says it won't. My car says its over heating when its not, and indicates its out of gas when it wont. The locks dont work properly.

my interior lights dont function as they should, the fan is loud & sticks.

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

My vehicle has had constant problems. It has electrical problems that affect the lights, door locks, engine and warning lights. It has been to the dealer repeatedly and the issues persist. The vehicle a long, loses complete power to the engine with no warning, then after 5-10 seconds of no power, it will jerk and rev at full power and jolt forward then run as normal. It loses speed for no apparent reason or accelerates abruptly for no apparent reason. The dealer has been unable to fix it, although they have inspected everything. This vehicle scares me and I have stopped driving it because they cannot fix it and I'm afraid I will be involved in an accident + injured or worse.

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



**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



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
http://www.safercar.gov



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**DASH2DOT**  
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

**DOT AUTO SAFETY HOTLINE**

**QUESTIONNAIRE**



**VEHICLE  
OWNER'S**