



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

Repository ☐

24-MAY-2004

Reference No.

10074086

6 PM 7:59

OWNER INFORMATION (Type or Print)

Name

Address

City

COLUMBUS

State

OH

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?
In the absence of an authorization, NHTSA will not address to the vehicle manufacturer.

Signature of Owner

☒ YES ☐ NO

Date 6/10/04

VEHICLE INFORMATION

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

3VWSH29M2V

Make

VOLKSWAGEN

Model

JETTA

Model Year

2000

Date Purchased

12/01

Dealer's Name and Telephone Number

Bud's Import 614-864-5180

Original Owner

Dealer's City

Columbus

State

OH

Zip Code

43213

Engine

No. Cylinders

Fuel Type:

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-APR-2004

Failure Mileage

38000

Failure Speed

50 miles

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: DOT161BABC038)

☐ 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

0

0

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).

TRANSMISSION FAILED. DEALER REPLACED THE PART. HOWEVER, TWO WEEKS LATER THE PART FAILED AGAIN. *AK

CAR couldn't get out of Reverse, had to be towed home.
Rat in shop for 1 1/2 months, so called fix, this time transmission + I hit pole at gas station on right side front. The same problem again Transmission. As of today 6/14/04 it's still fill like it's slipping again. I only have 39,208 miles on it. (00E)

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)

I bought it with 14,000 miles. I've only had 2 yrs & it's been in the shop a period of 3 months for the same problem. Timing light & transmission. Both problems still are happening. I'm paying car notes but I'm afraid to drive because I don't know if I can make it back. I have history of this car. It's been the same problem since 2000. I'm sending copies of the car history. I need help the car is a lemon.

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

REF # 10074085

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTL 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

**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



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

05/26/2004
10:48:36

SUMMARY HISTORY DISPLAY

3010
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CUSTOMER NAME [REDACTED] SERIAL NO. 2VWBA22001 [REDACTED]
TOTAL R/D'S 20 TOTAL SERV. DAYS 57 MAKE VW VOLKSWAGEN

LINE NO.	NO.	DATE	MILES	ADV/TECH	J#	T	OPERATION	COOD.	DESCRIPTION
1	205270	04/13/2004	18448	A		530			
				T		489	1 I 30VME		AUTO TRANSMISSION
				T		489	2 I 01VWETP		RESET TIRE PRESS
				T		489	3 I 01VWECQ		QUALITY CONTROL
2	91661	11/19/2003	34058	A		530			
				T		510	1 W 30VWES08		AUTO TRANS SLIPS
				T		510	2 C 01VWETP		RESET TIRE PRESS
				T		510	3 C 01VWECQ1		QUALITY CONTROL
				T		510	4 W 10VWE13		WA RECALL
				T		510	5 C 02VWES20		10000 MILE SERVIC
				T		510	6 W 10VWES06		CHECK ENGINE LIG
				T		510	7 C 40VWES012		REAR PAD
				T		510	8 W 10VWE		DRIVEABILITY
3	70358	12/08/2003	34268	A		530			
				T		99	1 I 10VWES06		CHECK ENGINE LIG
				T		99	2 I 01VWETP		RESET TIRE PRESS
				T		99	3 I 70VWES03		RENTAL
4	53926	08/21/2002	21230	A		328			
				T		435	1 C 02VWES020		20000 MILE SERVIC
				T		435	2 W 40VWESAKEPLUSH		BRAKE FLUID FLUSH
5	63708	08/18/2002	21230	A		328			
				T		435	1 W 01VWETP		RESET TIRE PRESS
				T		435	2 W 21VWES03		A/C NOT COOLING
				T		435	3 W 60VWE13		GLOVE BOX
				T		435	4 W 51VWE10		POWER WINDOWS
				T		435	5 W 60VWES08		COMBOGE
6	47983	11/06/2001	14058	A		328			
				T		428	1 I 80VME		USED VEH RECORDS
				T		428	2 I 80VWE108		LOP
7	48716	10/13/2001	13463	A		336			
				T		435	1 W 51VWE14		POWER SUNROOF
				T		435	2 I 01VWETP		RESET TIRE PRESS
8	48321	09/14/2001	12947	A		328			
				T		435	1 W 51VWE14		POWER SUNROOF
				T		435	2 I 01VWETP		RESET TIRE PRESS
9	42979	08/17/2001	12398	A		328			
				T		435	1 W 51VWE10		POWER WINDOWS
				T		435	2 C 70VWE12		COURTESY TRANSP
10	42967	07/30/2001	11817	A		336			
				T		419	1 W 51VWE10		POWER WINDOWS
				T		419	2 W 60VME		INTERIOR TRIM
11	39000	05/14/2001	9600	A		328			
				T		510	1 W 10VWES06		CHECK ENGINE LIG
				T		510	2 W 70VWES03		RENTAL
				T		510	3 W 61VWES06		GLASS
				T		510	4 W 02VWES010		10000 MILE SERVIC
12	24743	02/20/2001	7783	A		328			
				T		256	1 W 48VME		STEERING/SUSPENS
				T		99	2 W 70VWES03		RENTAL
13	33217	01/22/2001	7073	A		328			

DOT Ref # 10074085
4293 Echomoc Dr
Col. OH. 43221

05/26/2004
10:49:35

SUMMARY HISTORY DISPLAY

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CUSTOMER NAME [REDACTED] SERIAL NO. 3VWHA21M21 [REDACTED]
TOTAL R/O'S 20 TOTAL SERV. DAYS 57 MAKE VW VOLKSWAGEN

LAB NO.	NO.	DATE	MILES	ADV/TECH	J#	T	OPERATION CODE	DESCRIPTION
				T	256	1	W 10VW	DRIVEABILITY
				T	256	2	W 45VW	STEERING/SUSPENS
				T	99	3	W 70VW03	RENTAL
14	31088	01/27/2001	6998	A	328			
				T	506	1	C 45VW	STEERING/SUSPENS
				T	506	2	C 70VW03	RENTAL
15	30827	11/21/2000	6006	A	328			
				T	256	1	W 45VW01	STEERING CONCERN
				T	256	2	W 70VW03	RENTAL
16	29388	10/21/2000	5216	A	328			
				T	256	1	W 45VW01	STEERING CONCERN
				T	256	2	W 50VW	TRIM ELECTRICAL
				T	99	3	W 70VW03	RENTAL
17	28510	10/03/2000	4637	A	328			
				T	415	1	W 82VW03	SOUND SYSTEM
				T	415	2	W 02VW005	5000 MILE SERVIC
				T	415	3	W 20VW	HEATING / COOLIN
				T	415	4	W 30VW	AUTO TRANSMISSIO
				T	415	5	W 60VW	INTERIOR TRIM
18	25666	07/27/2000	2171	A	600			
				T	416	1	C 85VW10	DEALER ACCESSORI
19	25649	07/27/2000	2171	A	600			
				T	416	1	I 85VW10	DEALER ACCESSORI
20	21422	04/18/2000	7	A	600			
				T	285	1	W 75VW01	FDI
				T	285	2	W 75VW04T	CK BATT VOLTAGE
				T	285	3	I 75VWFLUIDS	ADDITIONAL FLUID