



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 100192

Date Received

Repository ☐

Reference No.

10074153

OWNER INFORMATION (Type or Print)

Name

Address

City

SELINGROVE

State PA

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

3VWSE29M4YM007423

Make

VOLKSWAGEN

Model

JETTA

Model Year

2000

Date Purchased

8/14/99

Dealer's Name and Telephone Number

Autohaus Harrisburg, Inc. (717) 561-2870

Engine:

No. Cylinders 6

Fuel Type:

Gasoline

Original Owner

☒

Dealer's City

Harrisburg

State

PA

Zip Code

17111

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

053100 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; EMISSION

Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

6-15-03 - 7/1/04

Failure Mileage

60000

begin at 49,725

Failure Speed

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: DOTM19ABC058)

☐ 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).

MASS AIRFLOW SENSOR FAILED AT LEAST 8 TIMES IN THE PAST 60,000 MILES, CAUSING THE VEHICLE TO STALL. CONSUMER DISCUSSED THIS WITH VOLKSWAGEN, AND ASKED MANUFACTURER FOR AN EXTENDED WARRANTY. HOWEVER, VOLKSWAGEN WAS NOT LISTENING. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

Volkswagen of America, Inc.



2000 Honda Road
Parsippany, NJ 07054

November 2003

Subject: Warranty Extension WR

Mass Air Flow Sensor Warranty Extension for

- 1999-2001 New Golf, New Jetta, New Beetle 2.0L
- 1999-2001 New Beetle and Passat 1.8T
- 1999-2001 New Golf, New Beetle, New Jetta 1.9 TDI
- 1999-2001 New GTI and New Jetta VR6 2.8L
- 2000-2001 New Golf, New Jetta 1.8T

Dear Volkswagen Owner:

As part of Volkswagen's commitment to our environment, we would like to inform you of our decision to extend your Emissions Control Systems Warranty for mass air flow sensors to 7 years or 70,000 miles (215,000 km), whichever occurs first, from the vehicle's original in-service date.

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

The mass air flow sensor is an important emission control device which, in the event it malfunctions, causes the MIL light on your instrument panel to come on and may adversely affect the drivability of your vehicle. For additional information concerning your Emissions Control Systems Warranty, please consult your Warranty Booklet or your dealer.

If the mass air flow sensor in your vehicle should malfunction, your Volkswagen dealer will replace it without charge, as long as the vehicle remains within the above time and mileage limits.

Please keep this letter with your Warranty booklet and deliver it to any new owner, along with the Owners

If you have previously paid for replacement of the mass air flow sensor, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

We are pleased to offer this extended emissions warranty and hope that you will continue to be a member of the Volkswagen family. Thank you for driving a Volkswagen!

Sincerely,

Kip Krigel
Director of Technical Service

**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).**