



DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100192

U.S. Department of Transportation  
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

Date Received

Repository

2004 AUG 20 PM 8:28  
07-JUL-2004

Reference No.

10081500

OWNER INFORMATION (Type or Print)

Name

John

Address

City PHOENIX

State AZ

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

In the absence of an authorized NHTSA mail or MIT number, your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/20/04

VEHICLE INFORMATION

Vehicle Identification Number located at bottom of instrument cluster

3VWCA21C08M40222

Make

VOLKSWAGEN

Model

BETLE

Model Year

1999

Date Purchased

5/5/99 (W/15 Miles)

Dealer's Name and Telephone Number

Biddulph (Now is "Earhart")

Engine

2.0

No. Cylinders

4 Cylinders

Fuel Type

Gas

Original Owner

Dealer's City

Glendale

State

AZ

Zip Code

85301

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

REAR WHEEL DRIVE

FRONT

Vehicle Component Code

072100 FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-JUL-2004

Failure Mileage

46,800

Failure Speed

55 mph

Fuel pump crack

air leak

engine fan stopped working

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/68R15)

DOT No. (Example: DOT16ABCD038)

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, photos, and repairs.)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

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 COMPLAINED ABOUT A FUEL LEAK. CONSUMER TOOK THE VEHICLE TO THE DEALER, WHO INDICATED THAT THE FUEL PUMP HAD A CRACK IN IT. THERE WAS A STRONG SMELL COMING THROUGH THE VENTS OF THE VEHICLE. CONSUMER CONTACTED THE MANUFACTURER, BUT WAS TOLD THERE WAS NOTHING THEY COULD DO.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Please see attached

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 responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If an NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

Phoenix, AZ

U.S Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7<sup>th</sup> Street, SW  
Washington, DC 20590

July 22, 2004

Reference No: 10081589

Re: 1999 Volkswagen New Beetle GLS, Mileage as of 7/16/04 46,803  
Date of purchase: 5/15/99 (now with 215 miles)  
Vehicle ID #: 3VWCA21C9XM

Transaction Date: 7/14/04 (Attached AA, invoice #VWCS 63910) and  
6/16/04 (Attached A, invoice #VWCS 62696)

Date of the incident: 7/4/04

**Attached:**

PP. The pictures of a fuel pump crack at the outlet on the top of the fuel tank.

AA Dated 7/14/04, mileage: 46,803, invoice #VWCS 63910, cost \$1437.99, Berge VW;  
Fuel Leak/Fuel pump crack, Replaced both engine fans, Coolant flush. (From 7/6/04 - 7/14/04).

A Dated 6/16/04, mileage 46,052, invoice # VWCS 62696, cost \$239.51, Berge VW;  
Engine light malfunction: removed & replaced "Mass Airflow Sensor" (recall),  
Drive Belt replaced, Checked timing belt, Air filter replaced and etc. (From 6/14/04 -  
6/16/04)

Phoenix, AZ

Reference No: 10081509

July 22<sup>nd</sup>, 2004

Dear National Highway Traffic Safety Administration:

We are writing this letter to report an incident related to a very serious, and possibly deadly, safety issue. There was no warning sign. The following is the incident:

On 7/4/04, the car had a fuel leak while it was on the freeway because of a fuel pump crack at the outlet on the top the fuel tank as we later found out. The dangerous thing was that there was no warning sign. We did not smell any fuel when the car was on the freeway with the A/C on and all the windows were closed.

However, when we stopped (parked) the car we smelled gas at the passenger side which disappeared completely in a very short time. That made us think the smell came from outside somewhere else. Further, we checked the engine - no fuel smell. We kept driving and all of a sudden we heard a quick "beep" sound, and that was strange. The temperature light on the dashboard came on for a second. There was no warning that the engine was running hot. We were not sure what was going on. We guessed the car was overheating. However, we turned off the A/C and rolled down the windows and that was when we realized this was very serious. We could smell a constant strong fuel coming thru the windows. We thought the car could burst into flames. We immediately exited the freeway and stopped by the side road and the car had to be towed back to the house. There, we had a chance to examine the car. We saw a leak trail along the corner of the gas tank. On 7/6/04, the car was towed to Berge VW dealer. The car was at Berge VW dealer from 7/06/04 - 7/14/04. (Attached AA: replaced fuel pump and both engine fans had to be replaced)

1. The incident occurred 18 days after having additional recommended maintenance/preventive maintenance. (Attached A) The car had never had any major engine problems to begin with when we brought the car to Berge VW.
2. There were no problems with the engine when we brought the car to Berge VW on 6/14/04. (Attached A) We had been driving the car with no problems. We had to bring the car in because of the emission test. It failed the test due to the engine light on. The "MASS AIRFLOW SENSOR" had to be replaced (VW recall issue.) Also, that day we had additional recommended maintenance advised by the Berge service manager: replacing the Drive Belt, checking the Timing Belt and etc. (Attached A). 18 days later the car had a fuel leak, overheating, one of the engine fans stopped working. (Attached AA)
3. Since we picked up the car on 6/16/04 from Berge VW (Attached A.), the car had not been on the freeway or driven at a high speed until 7/3/04 and 7/4/04.

4. The mileage, on 6/16/04 (Attached A) the day we picked up the car at the Berge VW was 46,052 miles and on 7/04/04 (Attached AA) the day of the incident was 46,803. The difference was 751 miles in 18 days. We had been driving with the engine light on (since 4/15/02) from 26,775 miles up until 6/14/04 (#2), 46,052 miles. The difference was 19,277 miles in 791 days - nothing happened.

We talked to VW of America, Inc., Customer Care numerous times after the incident. They said there is nothing they can do. We talked to the Berge service advisors, their response was "parts in the car break and that is the way it is."

All these years, we did routine maintenance, preventive maintenance and also additional recommended maintenance. It still could not save us. There is no standard expectation of a serious safety problem like this.

VW builds unfair, defected cars, causing ongoing unnecessary problems. Because of the poor quality, there are no standard expectations. It gives the opportunity for the dealer to take advantage of and rip off the consumer. Also, an opportunity to perform inefficient, poor negligent service repairs, repeating repairs and getting away with it.

Since the defects are "random" there will be some that are serious safety issues and it has to take many people to get hurt before it gets noticed. Also, there will be some that are not serious issues such as car accessories, A/C knob malfunction (this happened to us after 2 years, cost \$282.85 just because the on/off A/C knob got stuck), cassette player malfunction (this happened to us in 19 months). Another example: In year 2002, the engine light came on two weeks after having a Fuel Injector Flush, a Coolant Flush and a Power Steering Flush and the Emission Recall.

Thank you very much for your time and effort helping a consumer. We really appreciate very much.

Sincerely, 



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National Highway Traffic Safety Administration

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Date Received	Repository <input type="checkbox"/>
07-JUL-2004	Reference No. 10061509

OWNER INFORMATION (Type or Print)			Daytime Telephone Number	E-mail Address
Name				
Address				
City	State	Zip Code	Evening Telephone Number	
PHOENIX	AZ			

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: 7/13/04

VEHICLE INFORMATION

VIN (Type Vehicle Identification Number Located at bottom of windshield on driver's side)	Make	Model	Model Year
2YWCA21C8RM440222	VOLKSWAGEN	BEETLE	1998
Date Purchased	Dealer's Name and Telephone Number	Engine	Fuel Type
5/15/99 (w/215 miles)	Biddulph, (Now is "Earnhart")	2.0	Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	No. Cylinders	
	Glendale	4 Cylinders	
State	Zip Code		
AZ	85301		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code
AUTOMATIC	<input checked="" type="checkbox"/> Cruise Control	REAR WHEEL DRIVE	072100 FUEL SYSTEM, GASOLINE: DELIVERY: FUEL PUMP
		FRONT	Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	Failure Description
07-JUL-2004	46888 46,803	55 mph.	Fuel pump crack rust ENGINE fan stopped working

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R16)
DOT No. (Example: DOTM3A5C036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Aftermarket	Failure Location:
Tire Component Code	The 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 all crashes, failures, repairs, and injuries.)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	N	N	N

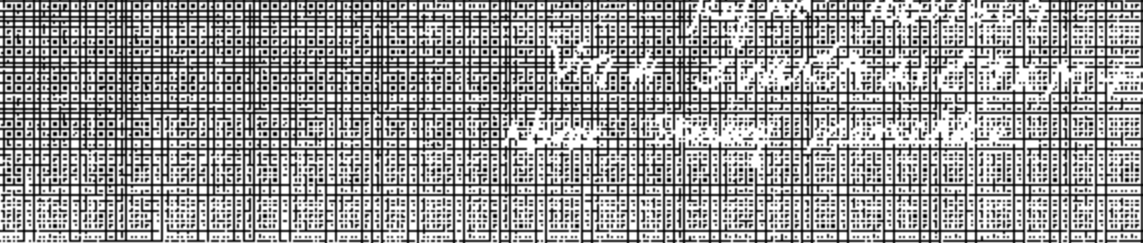
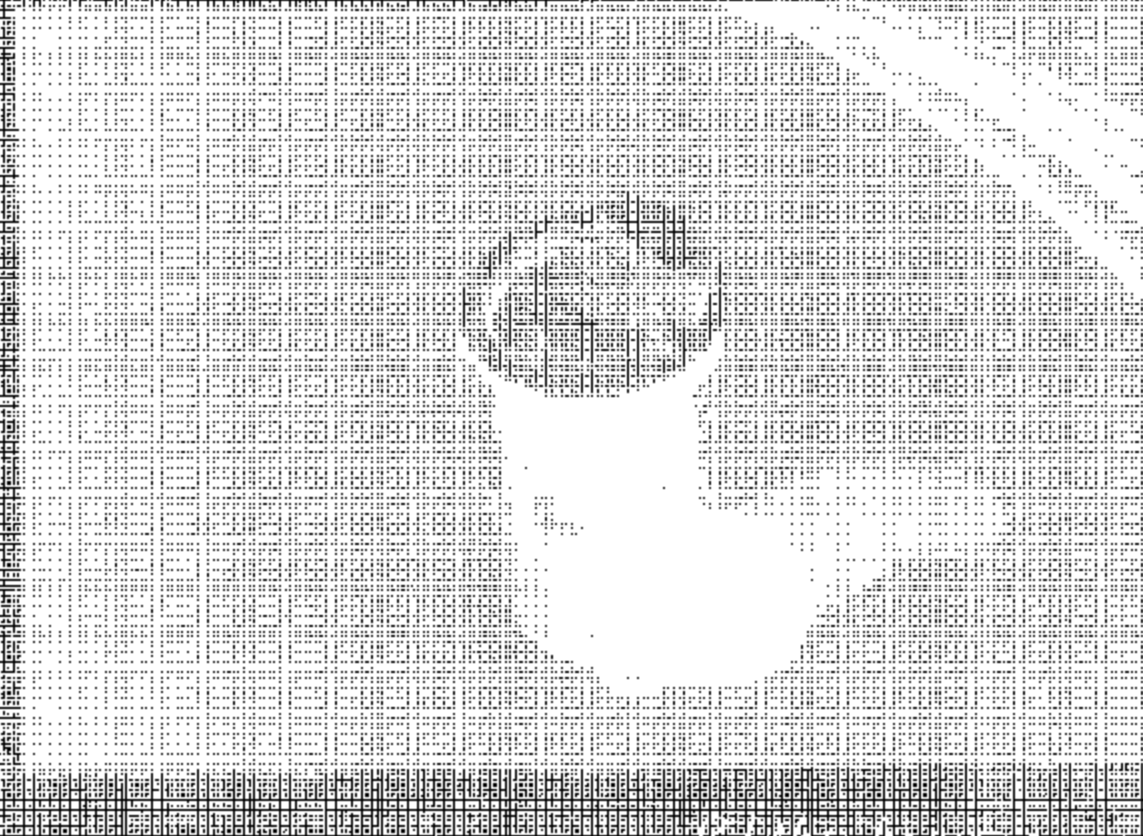
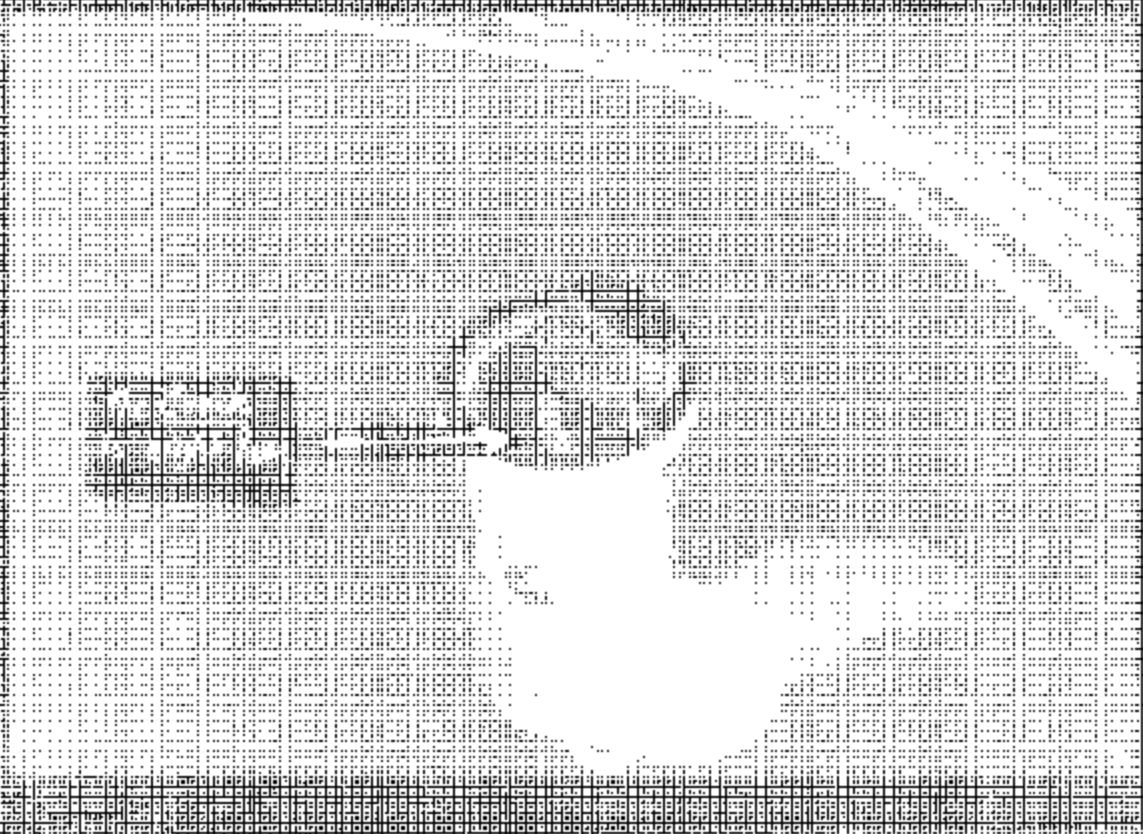
Narrative Description of Incident(s), Crash(es), and Injury(ies).  
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**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**