



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

Date Received

2004 OCT 15 AM 10:00

Od_or _____
rt_pt _____
ad_rt _____
up_ltr _____

Reference No.

10097470

OWNER INFORMATION (Type or Print)

Name _____
Street _____ Apt. No. _____
City CLEMMONS State NC Zip Code _____

Daytime 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 9/16/04

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <i>(Located at bottom of windshield on driver's side)</i>				Make	Model	Year								
W	V	W	G	A	3	1	J	S	X	W		VOLKSWAGEN	GOLF	1999
Purchased Date <u>7/99</u>		Dealer's Name <u>BILL BLACK VW</u>				Engine Size (CID/CC/L) <u>4</u>		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection						
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City <u>GREENSBORO</u>		State <u>NC</u>		Zip Code		No. Cylinders							
Manufacture Date (on driver's door or pillar) <u>4/99</u>	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt		Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____							

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) <u>FUEL PUMP</u>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name		
Complete Tire Size	DOT No.		
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)		

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <u>0</u>	Number of Fatalities <u>0</u>	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

FUEL PUMP BEGAN LEAKING UNEXPLAINABLY IN STEADY DROPS. DIAGNOSIS FROM VW REPAIR WAS HAIR LINE FRACTURE AT FUEL PUMP NOZZLE. DID NOT KNOW OF CAUSE. CONSUMER REQUESTED VW RECALL THIS PART FOR 1999 VW GOLF, BUT VW REFUSED EVEN THOUGH 1999 VW JETTA'S HAVE HAD THIS MALFUNCTION. THE POTENTIAL FOR BODILY HARM WAS GREAT CONSIDERING THE ODOR OF GAS WAS EXTREMELY STRONG INSIDE AND OUTSIDE THE VEHICLE. VW CLAIMS NO REPORTS HAVE BEEN FILED ON 1999 VW GOLF FUEL PUMPS, BUT I BELIEVE OTHERS MAY HAVE EXPERIENCED THIS PROBLEM, BUT FAILED TO REPORT THE PROBLEM. SO I WOULD LIKE TO INITIATE THIS REPORT!

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.