



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 100222

Date Received: 2005 JAN 05
Repository:
Reference No.: 28
10105868

OWNER INFORMATION (Type or Print)

Name: _____
Address: _____
City: CHESTER State: VA 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: 1/17/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3WVBAR1RW
Make: VOLKSWAGEN Model: CABRIO Model Year: 1998
Date Purchased: _____ Dealer's Name and Telephone Number: BROWN'S VOLKSWAGEN 904
Original Owner: Dealer's City: RICHMOND State: VA Zip Code: 23235 Engine: No. Cylinders: 4 Fuel Type: Gas
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: UNKNOWN
Vehicle Component Code: 081000 ENGINE AND ENGINE COOLING-ENGINE
Multiple Failure: 1 SEVERAL
7 1/2 OF 100,000 MILES

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 03-DEC-2004 Failure Mileage: 85000 Failure Speed: 35
ENGINE FAILED WHILE I WAS ON THE HIGHWAY 45 MINUTES FROM HOME

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/55R15): _____
DOT No. (Example: DOTM1A9ABC038): _____ Original Equipment Prior Repair Failure Location: _____
Tire Component Code: _____ Tire Failure Type: Flat Spot

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).

WHILE CONSUMER WAS DRIVING THE OIL LIGHT CAME ON. CONSUMER PLACED OIL INTO THE VEHICLE, AND OIL LIGHT CAME ON AGAIN. CONSUMER DROVE THE VEHICLE TO THE DEALER, AND IT WAS DISCOVERED THAT ENGINE WAS DEFECTIVE, AND NO OIL WAS IN THE BOTTOM OF THE ENGINE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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 wrote a letter in regards to the problem I'm having with my car.
Also, I've enclosed copies of the expense receipts to replace tires which are shredded in the back.

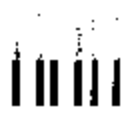
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

400 Seventh St., S.W., Room 2117, 2118, 2119

Washington, D.C. 20590

Telephone: (202) 366-5000

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**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR**

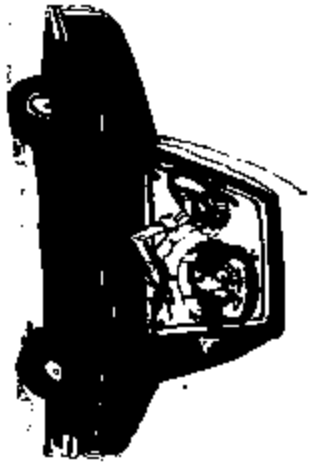
DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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Administration
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Chester, VA

January 17, 2005

Dear Sir or Madam:

Attached are the receipts and bills from the Volkswagen dealer (Browns of Richmond) where I purchased the car. As you can see, I've been having problems with the engine ever since I had the car. While the car was under lease from them, they could never find out the problem, but soon as the lease ran out, then they found the problem and wanted to charge me for repairs. On some of the invoices, you will see where I wrote down names and phone numbers along with reference numbers. I did not write, I just made phone calls to Volkswagen Headquarters.

At this time, my car has been disabled since 12/3/04. If any further information is needed, please call, awaiting your reply.

Sincerely,

P.S. Invoice Attached regarding Engine.

**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).**