

U.S. Department
of TransportationNational 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

10107156

 Od. or _____
 r. dt _____
 od. rt _____
 up. ltr _____

2005 JAN -5 PM 11: 28

Reference No.

OWNER INFORMATION (Type or Print)

 Name _____
 Street _____ Apt. No. _____
 City GLEN ROCK State NJ Zip _____

Daytime Telephone Number

or

 Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
 In the absence of an address to the vehicle manufacturer.

Signature of Owner _____

Date 12/13/04

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <u>3VWPB81H7XM</u>		Make <u>VW</u>	Model <u>JETTA WOLFEBURG</u>	Year <u>1999</u>
Purchased Date <u>12/98</u>	Dealer's Name <u>TREND MOTORS</u>		Engine Size (CID/GG/L) <u>4</u>	☐ Turbo
☒ New ☐ Used	Dealer's City <u>ROCKAWAY</u>	State <u>N.J.</u>	Zip Code <u>07866</u>	☐ Diesel
Manufacture Date (on driver's door or pillar) <u>9/98</u>	Transmission Type ☐ Manual ☒ Automatic	Restraint System ☐ Driver's Side Air Bag ☐ Passenger's Side Air Bag ☐ 3-Point Belt	Grille Control ☒ Yes ☐ No	☐ Gas
			Drivetrain ☐ Front ☐ Rear ☐ 4-Wheel	☐ Fuel Injection
			Vehicle Type ☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	Body Style ☐ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) <u>SPEEDOMETER, tachometer + odometer NOT WORKING</u>	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement	Handicap Adaptive Equip ☐ Yes ☐ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand <u>Pirelli</u>	Tire Name <u>P205/60R15</u>
Complete Tire Size <u>P205/60R15</u>	DOT No. <u>300</u>
No. of Failures <u>1</u>	Date(s) of Failure(s) <u>12/98</u>
Mileage at Failure(s) <u>100,000</u>	Vehicle Speed at Failure(s) <u>60 mph</u>
Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

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

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured <u>0</u>	Number of Fatalities <u>0</u>	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

my speedometer/odometer, etc. CEASED to WORK approximately 2 weeks ago. I brought the car to Crestmont VW in Pompton Plains, N.J. They charged me \$100.00 to locate the problem via their computer. They informed me that they had no idea exactly what the problem was but it would cost me an additional \$865.00 to investigate the problem with NO GUARANTEE of success. I called VW headquarters & they REFUSED to help me, stating that my car was NO LONGER UNDER WARRANTY. I explained

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 administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-368-7862

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

to them that this was a bizarre occurrence + a safety issue, yet they refused to help me at all. I purchased this car new in 1998 + have had nothing but trouble with it. VW's customer service is terrible + they refuse to take responsibility for poor manufacturing. I am so disappointed in the performance + service of VW. The fact that the speedometer is not working is clearly a safety hazard - a danger to myself + others.

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

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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use

**VEHICLE
OWNER'S
QUESTIONNAIRE
(V00Q)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

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Automotive Recalls and Technical Service Bulletins for 1999 Volkswagen Jetta L4-1984cc 2.0L SOHC (ABA) SFI.

Provided by ALLDATA



[Click Here For Full Technical Service Bulletins, Recall Information, More](#)

r/zone_tsb.pl?

Bulletins for 1999 Volkswagen Jetta L4-1984cc 2.0L SOHC (ABA) SFI

Safety Recalls

TSB Number	Issue Date	TSB Title
1. CMPGUF	FEB 99	Recall - Remove B-Pillar Trim Cover Mat

General Recalls

TSB Number	Issue Date	TSB Title
1. CMPGUM	FEB 99	Campaign - Replace B-Pillar Trim

Service Bulletins

TSB Number	Issue Date	TSB Title
1. 5004-01	JAN 04	Body - Industrial Fallout Paint Damage
2. 9403-04	OCT 03	Lighting - Headlamp Connector Damage Repair
3. 7003-04	SEP 03	Body - Luggage Compartment Panel Net Replacement
4. 0103-06	AUG 03	Keyless Entry - Remote Will Not Lock/Unlock Vehicle
5. 2003-02	MAY 03	Emissions - Evaporative Emissions System Testing
6. 1003-01	FEB 03	Engine - Replacement Precautions/Recommendations
7. 6402-03	SEP 02	Body - Door Window Regulator Inoperative
8. 0102-03	JUN 02	Engine Controls - No Scan Tool Communication
9. 8702-01	MAR 02	Blower Motor - Inoperative In Extreme Cold
10. 6902-01	FEB 02	Deployed Air Bag - Repair Warning
11. 3401-01	NOV 01	Differential - Humming Noise During Cornering
12. 4401-05	AUG 01	Alloy Wheels - Cleaning Procedure
13. 7001-02	AUG 01	Interior Fabrics, Vinyls and Plastics - Dirty or Stained
14. 7001-01	AUG 01	Leather Upholstery - Dirty/Stained
15. 5001-01	AUG 01	Paint - Swirl Mark and Fine Scratch Reduction
16. 9001-03	AUG 01	Instrument Cluster - Exhibits Malfunctions
17. 8001-01	JUL 01	Blower Motor - Vibrates and is Noisy
18. 9101-02	JUL 01	Radio - Volume Control Malfunction
19. 4401-02	JUN 01	Tires - Vehicle Inspection After A Blowout
20. 1701-02	JUN 01	Engine - Oil Leak After Oil Change
21. 6901-02	JUN 01	Airbag/Pyrotechnic Seat Belt - Inquiries
22. 6901-01	JUN 01	Child Restraint - Anchor Installation/Retrofitting
23. 9101-01	MAY 01	Radio - Hardshell Connector Replacement
24. 9701-01	APR 01	Instrument Cluster - Various Malfunctions
25. 1701-01	MAR 01	Engine - Evaluating Oil Consumption
26. 4701-01	JAN 01	Tools - ABS Pressure Checking Adapter
27. 5700-03	DEC 00	Body Side Moldings - Availability