



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

14-FEB-2005

Repository ☐

Reference No.  
10111448

**OWNER INFORMATION (Type or Print)**

Name

Address

City  
BROOKLYN

State  
NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA  
In the absence of an  
Signature of Owner

to the manufacturer of your vehicle? ☐ YES ☒ NO  
Provide your name or address to the vehicle manufacturer.

Date 2/27/2005

**VEHICLE INFORMATION**

Vehicle Identification Number

WWWDE21J1YW

Make

VOLKSWAGEN

Model

GTI

Model Year

2000

Date Purchased

July 31, 2000

Dealer's Name and Telephone Number

Koeppel VW = 786-728-8111

Engine:

No. Cylinders

6

Fuel Type:

Gas

premium

Original Owner

☒

Dealer's City

Queens, New York

State

NY

Zip Code

Transmission Type

MANUAL

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

021630 SUSPENSION: FRONT: CONTROL ARM: LOWER ARM

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

04-FEB-2005

Failure Mileage

58400

Failure Speed

10 mph

when I took off at green light, I heard a loud pop.

**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: DOTM1ABC036)

☐ 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, failure(s), crash(es), and injury(ies).)

Crash

Injury

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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).

VEHICLE EXPERIENCED A PROBLEM WITH THE RIGHT CONTROL ARM WHICH BROKE WHERE IT WAS ATTACHED TO THE BODY. OWNER CONTACTED THE MANUFACTURER, WHO STATED THAT OWNER TO CONTACT THE DEALER, AND WAIT TO SEE WHAT THERE RESPONSE WILL BE. \*AK

I took off from a green light, and heard a loud pop, I thought it was broken sway bar, but I noticed that steering wheel when driving straight was not centered it was leaning to the right side. The next day I heard pop 2 more times and I put car on lift at Meineke, and saw that body ground right control arm bushing was cracked all around bushing. I took car to Lifeguard Volkswagen and they cracked that it was missing right subframe bolt and this stressed right control arm bushing. I called VW about warranty and they denied me a turn over page 7

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.

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

The VW mechanic said I had Rust where subframe bolt dropped out. When you drive car it pulls hard to the left in 1, 2nd, 3rd gears & Mechanics at Meineke, and myself included were surprised that body metal was so thin around bushing & paper thin. This is the only car I have ever driven where I have had subframe bolt dropout. I have not done any repairs to fix the problem cause I am still pushing to see if VW will grant me warranty, cause VW said in Manual 12 yrs and unlimited mileage. I have heard on website VW Vortex about this subframe bolt dropping out or becoming loose on these cars. I believe this is a dangerous condition that started from the factory.

Rust warranty

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

**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, NVS-216  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

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

OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 24/7



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
[www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)



