



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100248

Date Received

Repository ☐

14-MAR-2005

Reference No.
10115078

OWNER INFORMATION (Type or Print)

Name
Address
City LOS ANGELES State CA Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 5/29/05 ☒ YES ☐ NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3VWCD21C2Y Make VOLKSWAGEN Model BEETLE Model Year 2000

Date Purchased Dealer's Name and Telephone Number

Engine:
No. Cylinders 4 Fuel Type: Gas

Original Owner ☒ Dealer's City State Zip Code

Transmission Type ☒ Automatic ☐ Antilock Brakes ☒ Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 080000 ENGINE AND ENGINE COOLING
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10-MAY-2004 Failure Mileage Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/85R15)
DOT No. (Example: DOTM18ABC036) ☐ 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(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No
Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(s), failure(s), and injury(ies).
Please describe (1) the incident(s), (2) failure and its consequences, and (3) what was done to correct the failure;
i.e. parts replaced, repairs made, etc. (if old parts are available).

WHILE DRIVING AND MAKING TURNS VEHICLE STALLED AT VARIOUS SPEEDS. MANUFACTURER WAS CONTACTED BY CONSUMER. *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.

Los Angeles, Calif

Vin Kinner - 31 W.C.D. 51 C 2 Y M.

8/17/64 - mileage ~~70550~~ 49270 - 50670

Harden Honda 15541 Dr. Western, ave. Bayshore-Ca 90247
JMC Kenna Volkswagen 10850 Trinitone Pl. Norwalk Ca 90650
(362-868-3333)

(Stopping on me but off stop)



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

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

ll of Better Business Bureau, Inc.

14, 2005
Wells vs Volkswagen of America #VWA0566376

Los Angeles, CA

Ms. Barbara A. Wells:

Thank you for contacting the BBB AUTO LINE program. We have opened your claim under the number shown above. In order to facilitate your claim, please do the following:

1
Read the enclosed brochure *How BBB AUTO LINE Works*. This will explain the following:

How to use our program;
What steps you must take to enable us to investigate and process your dispute;
What information will be considered in deciding your dispute;
Your rights in providing information that will be considered in the arbitration process;
Time periods in which your case will be handled;
Arbitration rules which set out the remedies that may be awarded in BBB AUTO LINE.

2
Fill out the enclosed *Customer Claim Form*, which contains information that you gave to us on the telephone. If any information is missing or incorrect, write the additions or corrections directly on the form using dark ink. Please make sure that the VIN (vehicle identification number) has been correctly typed by the intake specialist, or that you have filled it out correctly.

Be sure to complete the grid attached to the *Customer Claim Form* to give details about each vehicle problem on which your claim is based. Please attach additional sheets if the grid does not provide enough space.

Customer Claim Form must be signed by all titled owners of the vehicle.

3
Provide one clear copy of the following documents, preferably on standard size paper:

Sales or lease agreement containing the vehicle purchase price, sales tax, and other expenses associated with the purchase or lease of your vehicle;
Current vehicle registration, and
All repair records and work orders for repairs to your vehicle. Please include proof of payment if you are seeking reimbursement.

Step 4

Attach one copy of the documents listed in Step 3 to the signed *Customer Claim Form*. We prefer that you paperclip and not staple them, as this will enable us to process your claim more quickly. We suggest that you do not send originals.

Step 5

Mail your signed *Customer Claim Form* and all accompanying documentation to: BBB AUTO LINE, 4200 Wilson Boulevard, Suite 800, Arlington, VA 22203. If possible, please use a larger size envelope so that you do not have to fold the documents.

In some cases, the manufacturer may contact you directly to discuss settlement options. Please let us know if you wish a settlement with the manufacturer.

If you would like more information about our program, you may request a free copy of our written *Operating Procedures*.

BBB AUTO LINE staff are here to help you. Please call me at (800) 955-5100 if you have any questions or we may be of assistance.

Sincerely,

Chris Conlogue at Extension 210

Customer Name: XXXXXXXXXX

Case Number: VWA0566376

Problems	Servicing Dealer(s)	Repair Date(s)	Mileage on Date(s)	Days Out of Service
vehicle cuts off when at a stop/light & while in motion		3		

Place an asterisk (*) next to any current problems)



Council of Better Business Bureaus, Inc.

Stop

BBB AUTO LINE

4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Out of Jurisdiction Notice

March 15, 05

LOS ANGELES, CA

Re: Wells vs Volkswagen of America #VWA0566376

Dear Ms. [REDACTED]

We have received your *Customer Claim Form* and supporting documentation concerning your complaint against the manufacturer of your automobile.

After careful review of your case, we have determined that your complaint is not within the jurisdiction of the BBB AUTO LINE program. We have made this determination for the following reasons:

The Jurisdiction requirements section of HOW BBB AUTO LINE WORKS specifies that you must file your claim within six months after the expiration of the applicable warranty period. The applicable warranty on your vehicle is for 2 years/ 24,000 miles, whichever comes first. The applicable warranty expired over six months prior to the filing of your BBB Auto Line claim.

Note: BBB Auto Line does not have jurisdiction over complaints involving Service Contracts.

Please refer to the booklet *How BBB AUTO LINE Works* for further explanation of jurisdictional requirements.

If you disagree with this finding, you may appeal it by sending us a written statement indicating why you think your claim is within the jurisdiction of the BBB AUTO LINE program. This statement must be mailed to the following address within 30 days from the date of this letter:

BBB AUTO LINE
4200 Wilson Blvd.
Suite 800
Arlington, VA 22203



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

If you choose to appeal, a BBB AUTO LINE arbitrator will review your *Customer Claim Form*, your appeal letter, this *Out of Jurisdiction Notice*, and the Arbitration Rules. The arbitrator will then make a decision as to whether your allegations are within the jurisdiction of BBB AUTO LINE arbitration. If this review determines that you may proceed to arbitration, your complaint will proceed to a hearing before a different arbitrator in accordance with the *BBB AUTO LINE Rules for Arbitration*.

Please note that the arbitrator ruling on your appeal will only decide whether your claim may be heard in arbitration. Even if this arbitrator decides that your claim is within the program's jurisdiction, the arbitrator who presides over your hearing will examine all the facts in your case and may decide that the evidence presented at the hearing does not establish that the claim is within the jurisdiction of BBB AUTO LINE or that any award should be made in your case.

Thank you for bringing your complaint to our attention.

Sincerely,

Chris Conlogue at Extension 210

cc: Nick Cardoni

PACIFIC VOLKSWAGEN



PROFESSIONAL DIAGNOSTIC CHECK-UP

WE PERFORMED THE FOLLOWING VISUAL INSPECTION ON YOUR VEHICLE

(PREVENTIVE MAINTENANCE IS LESS COSTLY THAN REPAIRS!)

NAME		DATE		SERVICE ADVISOR	
[REDACTED]		2-3-05		adriana	
Complete 27-Point Visual Inspection With Scheduled Mileage Services	NEEDS IMMEDIATE ATTENTION	NEEDS ATTENTION	OK	ESTIMATED COST	NOTES
1. Inspect Wiper Blades			✓		
2. Inspect Air Filter			✓		
3. Inspect Coolant Hoses			✓		
4. Inspect Drive Belts	✓		✓		Serpentine Belt
5. Inspect Engine Coolant			✓		
6. Inspect Windshield wiper Fluid			✓		
7. Inspect Brake Fluid			✓		
8. Inspect Power Steering Fluid			✓		
9. Inspect Underbody			✓		
10. Inspect Transmission Fluid			✓		
11. Inspect All Exterior Lights			✓		
12. Inspect Uneven Tire Wear			✓		
13. Inspect Tire Air Pressure			✓		
14. Inspect Steering System			✓		
15. Condition of McPherson Struts			✓		
16. Condition of Front/Rear Shock Absorbers			✓		
17. Brake Hydraulic System			✓		
18. Emergency Brake Operation			✓		
19. Clutch Adjustment					
20. Clutch Hydraulic System					
21. Condition of Muffler			✓		
22. Condition of Exhaust Pipes			✓		
23. Engine or Transmission Oil Leak			✓		
24. Condition of Battery			✓		
25. Condition of Battery Cables			✓		
26. Condition of Front Brakes (Remaining)			✓		6mm
27. Condition of Rear Brakes (Remaining)			✓		10mm

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).