



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 100148

Date Received: 03-NOV-2008
Repository:
Reference No.: 10247560

OWNER INFORMATION (Type or Print)

Name: _____
Address: _____
City: WINSLOW State: ME Zip Code: _____

Daytime Telephone Number: _____ E-mail Address: _____
Evening Telephone Number: _____

Do you authorize NHTSA to print this report to the manufacturer of your vehicle? YES NO
Signature of Owner: _____ Date: 11/7/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3VWCK21C61M
Make: VOLKSWAGEN Model: BEETLE Model Year: 2001
Date Purchased: 11-9-01 Dealer's Name and Telephone Number: Central Maine Motors 207-872-5444
Original Owner: Dealer's City: Waterville State: ME Zip Code: 04701
Engine: No. Cylinders: 4 Fuel Type: gas
Transmission Type: Std. Antilock Brakes Powertrain: Multiple Failure: yes
 Cruise Control Incident Date(s): 20-OCT-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE
Failure Mileage: 76049 Failure Speed: 0

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: DOTM19ABC036): _____ 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), 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).

TL*THE CONTACT OWNS A 2001 VOLKSWAGEN BEETLE. THE CONTACT STATED THAT THE DRAIN PLUG IN THE OIL PAN LEAKS OIL. THE FAILURE OCCURRED BECAUSE THE PLUG IS HARD STEEL AND THE PAN THAT HOLDS THE OIL IS ALUMINUM. IF THE TECHNICIAN TIGHTENS THE NUTS TOO TIGHTLY ON THE DRAIN PAN, ALL OF THE OIL WILL LEAK OUT. THE DEALER PERFORMED A TEMPORARY REPAIR, BUT IT DID NOT WORK. THEY HAD TO REPLACE THE ENTIRE OIL PAN AND PLUG AT THE COST OF \$360.78; HOWEVER, THE FAILURE STILL PERSISTS AND OIL IS STILL LEAKING ON THE GROUND. THE FAILURE MILEAGE WAS 76,049.

The repairs were made with similar materials so will likely have similar failure. I was told by mechanic that these repairs are common and that the new VW's have a nylon plug that is replaced with each oil change. Leaking oil is wasteful a fire hazard, damages the environment and is expensive. VW should redesign the oil pan and/or plug to prevent future failures & expense to consumers.

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.

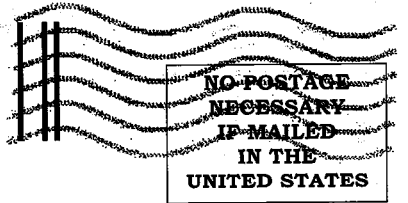
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

My VW Beetle has leaked oil nearly every time I get the oil changed. Technician explains that oil pan is aluminum & plug is steel. If plug is tightened to stop leak, it strips threads causing failure & leaking. Dealership stated this happens often & they tried w/ insert fix which didn't work. They then replaced the oil pan & plug with the same type I had. With oil in short supply & costly, I don't want it leaking on my driveway. I don't want a fire under my car and I don't want to spend \$360.17 every time a technician over tightens the drain plug & strips the threads. VW should re-design the plug like they did for the newer models & solve this problem once & for all. I called VW Customer Service & got the usual "it can't be done." Your help in this matter is greatly appreciated.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300

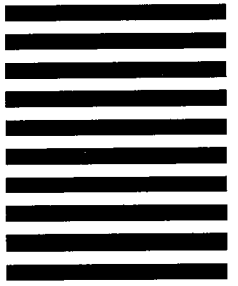
SO. MAINE P&DC 040
08 NOV 2008 PM 2



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



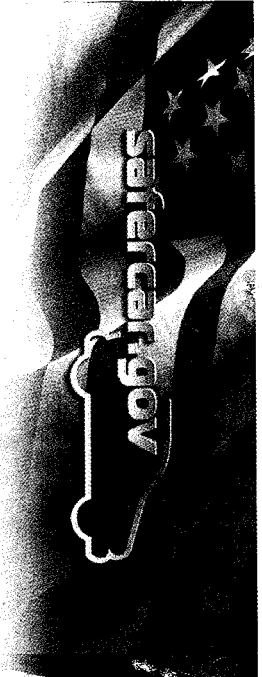
If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Thompson Volkswagen, Inc.

347 Main Street - P.O. Box 685
 WATERVILLE, MAINE 04903-0685
 Telephone (207) 873-0777
 Fax (207) 873-7325

WINSLOW

ME

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
10/15/08	01	VW	BEETLE	3VWCK21C61M	10002	76049	76049	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	10/20/08	75	00:00		78.00	01	10/20/08	
R.O. NUMBER	CLY./TRANSMISSION	HOME PHONE	BUSINESS PHONE			WHITE		
73273							1	

===== REPAIR LINE 001 =====

CK. ENGINE LIGHT

RECOMMENDED MAINTENANCE

26731900 1.10 01500000 .50

Bill Code - W

14

CK. ENGINE LIGHT

26 M A 1.60

Total Labor

118.40

VW 1J0-254-506-H

CATALYST

1

VW 1J0-253-115-L

GASKET

1

VW 357-253-141-A

CLAMP

1

Total Parts

433.51

Total Line

551.91

===== REPAIR LINE 002 =====

CK FOR OIL LEAK

Bill Code - C

PAN

26 M A 1.23

Total Labor

95.94

VW N -908-132-02

SCREW

1

VW TIM-E S-ERT

NON-STK

1

VW 038-103-601-NA

OIL PAN

1

VW D -176-404-A2

SEALANT

1

VW N -907-356-03

BOLT

1

Total Parts

251.65

Total Line

347.59

Payment Type - 01 CASH

360.17

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HERE IN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

LABOR AMOUNT	95.94
PARTS AMOUNT	251.65
MISC. SALES	
MATERIALS	
TOTAL CHARGE	347.59
DEDUCTIBLE	
SALES TAX	12.58
OTHER PAY	
CUSTOMER PAY	360.17

11-3-08

called VW cost New. got no satisfaction 1-800-822-8987
called National Highway Traffic Safety Admin. 1-888-327-4236
filed