



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

30-DEC-2008

Repository

Reference No. 10253247

OWNER INFORMATION (Type or Print)

Name

Address

City

LAKE HAVASU CITY

State

AZ

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

Signature of Owner

Date 1/1/

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3VWCK21C91

Make

VOLKSWAGEN

Model

BEETLE

Model Year

2001

Date Purchased

10/06

Dealer's Name and Telephone Number

Belknap Subaru

Engine:

No: Cylinders

Fuel Type:

gas 87 oct

Original Owner

Dealer's City

Belknap

State

NH

Zip Code

Transmission Type

manual

Antilock Brakes

Powertrain

Cruise Control

Multiple Failure:

Incident Date(s)

20-JUL-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

THE MASS AIR FLOW SENSOR HAS HAD TO BE REPLACED 4 TIMES. THE CAR STILL HAS THE SAME PROBLEM STALLING IN THE MIDDLE OF THE\*

Failure Mileage

68000

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. EVER SINCE THE VEHICLE WAS PURCHASED, THE MASS AIR FLOW SENSOR HAS BEEN REPAIRED SEVERAL TIMES. WHEN THE VEHICLE WAS STARTED AND PLACED INTO FIRST GEAR, THE VEHICLE WOULD SHUTTER, STALL, AND THEN FAIL. A LOCAL TECHNICIAN STATED THAT THE MASS AIR FLOW SENSOR WAS FAILING AND THE VEHICLE WAS REPAIRED AT THE COST OF \$350. THE MASS AIR FLOW SENSOR HAS BEEN REPLACED FOUR TIMES SINCE THE VEHICLE WAS PURCHASED. THE CONTACT IS IN THE PROCESS OF NOTIFYING THE MANUFACTURER. THE FAILURE MILEAGE WAS 68,000 AND CURRENT MILEAGE WAS 69,900.

4390.

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)**

\* road. This is dangerous and should be recalled. (This car was hauled to AZ, from N.H. on a car truck.) It is very difficult matter as the V.W. dealer is far away. in N.H. this car is untrustworthy. - as the problem persists, I've contacted V.W. and they don't care. Tommy Persons at Road-runner automotive said ~~this~~ specific part, the mass air flow sensor, has to be replaced often in general on the "new beetles", I think they should be recalled, and monies recovered - starter, and batteries will go from this too.

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATE

HOME OF THE BRAVE

**BUSINESS REPLY MAIL**

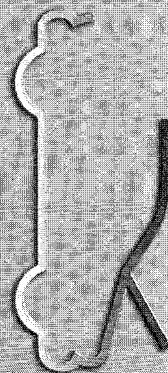
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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

safercar.gov



INVOICE

13327

Org Est # 030012

ADRIANNE AUTOMOTIVE SERVICES  
1260 AVIATION  
LAKE HAVASU CITY, AZ 86404

# inner Automotive LLC

• Lake Havasu City, AZ 86404 • Tel 928 855-2001 • Fax 928 855-1881 • Print Date: 12/04/2008

DATE: DECEMBER 05, 2008 @ 11:00  
DEPARTMENT ID : 0171700001201  
EMPLOYEE ID : 1128  
SALE NUMBER : 0000000000  
INVOICE NUMBER : 0000000000  
ESTIMATE NUMBER : 0000000000  
CREDIT BALANCE : 0000000000

2001 Volkswagen - New Beetle GL  
2.0L, In-Line4, VIN (S), 5 Speed Manual, Disc/Disc  
Lic # : \_\_\_\_\_ Odometer In : 69836  
Unit # : \_\_\_\_\_ Odometer Out : 69836  
Vin # : **3VWCK21C91**  
Hat # : \_\_\_\_\_

Ref # :

Sale	Extended	Labor Description	Extended
		Check engine light on, scan for service codes & advise customer.	
214.20	214.20		
4.28	4.28	Scan system for service codes. Found service code PO102, MAF circuit low input. Test wiring & components for MAF sensor & circuits.	85.00
		<del>MASS AIR FLOW SENSOR - Remove &amp; Replace,</del> Scan system, clear service codes. Road test to verify operation.	51.00
		Freight	15.41
		Hazardous Materials	3.03

THANK YOU  
COME AGAIN

*Airbox*  
*11*

[ Technicians : Fallara, Angelo ]

Org. Estimate \$85.00	Revisions \$297.43	Current Estimate \$ 382.43	Additional Cost	Revised Estimate	<b>Labor: 139.03</b>	
ROWE, CECILLY 12/04/2008 - 3:03 <none>				\$297.43	\$382.43	<b>Parts: 218.48</b>
Parts: \$214.20 Labor: \$51.00 Sublet: \$15.41 Taxes & Fees: \$16.82						<b>Sublet: 15.41</b>
					<b>Sub: 372.92</b>	
					<b>Tax: 17.15</b>	
					<b>Total: 390.07</b>	
					<b>Bal Due: \$390.07</b>	

[ Payments - ]

I hereby acknowledge the above repair work. A service charge of 1.5% per month 18% APR will be added to all overdue accounts. Also liable for all legal and collection fees. Warranty on parts and labor is one year or 12,000 miles whichever comes first.  
Warranty Hotline: NATION WIDE PEACE OF MIND CENTER 1-800-452-6272 OR ANY NAPA AUTO CARE CENTER

SIGNATURE..... Date..... Time.....

**FINDLAY VOLKSWAGEN**

983 Auto Show Dr.  
Henderson, NV 89014  
(702) 558-6600

**SERVICE INVOICE**

Co.# 12

404

Service Order Number		Service Advisor		VIN	
98583		Curtis Wright		3VWCK21C91	
Color	Year	Make/Model	License	Engine	Stk.#
	2001	VOLKSWAGEN BEETLE		2.0L FI	
Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
64330 /			---	1	
Tax Exempt		Date/Time In		Date/Time Out	
		3/28/2007 16:55		3/28/2007 17:46	

98008/T\*122/BUCKLE  
LIGHT ON  
D BAD DRIVERS SEAT BUCKLE WITH SWITCH.

LIGHT ON

Antanilla

**PAID**

SALE TYPE: VC **MAR 28 2007** \$102.00  
*Amex*

DESC	FP	QTY	PRICE	SALE TYPE	
C -FCP BUCKLE	N	1	171.800	VC	\$171.80
<b>LINE TOTAL</b>					<b>\$273.80</b>

12 MONTHS 12000 MILE WARRANTY ON VW PARTS & LABOR

LABOR .....	\$102.00
PARTS .....	\$171.80
TAX (NEVADA STATE SA)	\$13.31
CUSTOMER TOTAL .....	\$287.11
PAYMENT (CASH )	\$287.11

CUSTOMER SIGNATURE \_\_\_\_\_

*passenger side window replaced  
11/06*

**Disclaimer of Warranties**

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.