

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 MAY - 5 2011 13-APR-2011	Repository ☐ Reference No. 10395752
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City WILLIAMSVILLE	State NY	Zip Code [REDACTED]	Evening Telephone Number [REDACTED]
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3VWCK21Y73M [REDACTED]		Make VOLKSWAGEN	Model BEETLE
		Model Year 2003	
Date Purchased FEB 14 2003	Dealer's Name and Telephone Number NORTH TOWN 716-923-2101		Engine: No. Cylinders 4
Original Owner ☒	Dealer's City WILLIAMSVILLE	State NY	Zip Code 14226
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain ☒ Multiple Failure:	Incident Date(s) 01-APR-2009 - 02M	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION		Failure Mileage 65000	Failure Speed 5 mph to 40 miles PH
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: DOTM9ABC036)	☐ 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	Number of Deaths
		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 2003 VOLKSWAGEN BEETLE. WHILE DRIVING AT ANY SPEED, THE CONTACT NOTICED THAT THE VEHICLE WOULD SURGE AND JERK FORWARD AND SHIFT HARD BETWEEN GEARS. THE DEALER ADVISED THE CONTACT TO HAVE THE TRANSMISSION REPLACED. THE MANUFACTURER DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS TAKEN TO A PRIVATE MECHANIC; HOWEVER, HE WAS UNABLE TO DUPLICATE THE FAILURE. THE CURRENT MILEAGES WERE 79,000 AND THE FAILURE MILEAGE WAS APPROXIMATELY 65,000. THE VIN WAS UNAVAILABLE.			
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 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)

From 2009-2011 - Gears would jump got a letter
from corp. office after my car was over warranty extension
was up about value body transmission problems, 7 years
was up on 100,000 miles we have 79,000 miles on
car,

ATTACH ADDITK

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

SUNFALO NY 142

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NECESSARY
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UNITED STATES

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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

