

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 INFORMATION ACT (FOIA) 5 U.S.C. 552(b)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received OCT 12 2011 15-AUG-2011	Repository ☐ Reference No. 10419522
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
PARKER	TX		
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		Make	Model
3VWBK21C63M		VOLKSWAGEN	BEETLE
Model Year		Engine:	Fuel Type:
2003		No: Cylinders	
Date Purchased	Dealer's Name and Telephone Number		
3/8/2008	CERTIFIED AUTOPLEX 972-231-3777		
Original Owner	Dealer's City	State	Zip Code
☐	ADDISON	TX	75001
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:
AUTO	☒ Cruise Control		Incident Date(s)
			15-JUN-2011
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 160000 STRUCTURE, 353600 EQUIPMENT: ELECTRICAL: AIR CONDITIONER		Failure Mileage	Failure Speed
		47000	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: DOTM9ABC036)	☐ Original Equipment	Failure Location:	
	☐ Prior Repair		
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	Fire	Number of Persons Injured	Number of Deaths
☐ Yes ☒ No	☐ Yes ☒ No	0	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 2003 VOLKSWAGEN BEETLE. THE CONTACT STATED THERE WERE WAX FUMES UNDERNEATH THE CARPET THAT WERE IN THE VEHICLE. THERE WAS LIQUID WAX THAT HELD THE CARPET IN PLACE THROUGHOUT THE VEHICLE. WHEN THE VEHICLE WAS HOT AND THE AIR CONDITIONER WAS ON THE WAX FUMES CIRCULATE BACK INTO THE VEHICLE. THE MANUFACTURER STATED HE SHOULD TAKE THE VEHICLE TO THE DEALER FOR INSPECTION. THE VEHICLE WAS TAKEN TO THE DEALER WHO NOTIFIED THE MANUFACTURER AND STATED THERE WAS NOTHING THEY COULD DO TO REPAIR THE FAILURE. THE MANUFACTURER STATED THEY WOULD NOT REPAIR THE FAILURE PER THE WARRANTY. THE CONTACT HAD TO PAY THE REPAIR COST. THE FAILURE MILEAGE WAS 47,000.			
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)

VOLKSWAGEN HAS NOTIFIED US THAT THEY ASSUME RESPONSIBILITY & DIRECTED US TO THE LOCAL VW DEALER, BOARDWALK VW, RICHARDSON, TX, FOR A COMPLETE CARPET REPLACEMENT & UNDER-LINING REPLACEMENT, INCLUDING AREAS BEHIND THE DASH. WORK NOW COMPLETED. DEALER TOLD US THAT IT MAY TAKE 6-8 WKS FOR ALL SMELL/FUMES TO DISSIPATE. AS OF SEPT 25, 2011, STILL HAVE SOME FUMES BUT HAVE INSTALLED FRAGRANCE DISPENSOR & FUME ELIMINATOR INTO DRIVER COMPARTMENT. THIS IS HELPING.

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 STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

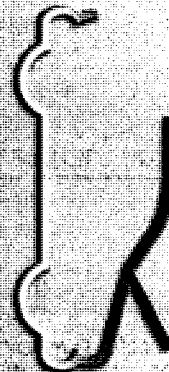
WASHINGTON, DC

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 (VOCQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

