

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 100237	
OWNER INFORMATION (Type or Print)		Date Received 31-MAY-2012		Repository ☐ Reference No. 10460488	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number			
City GRAND CENTRAL STATION		State NY		Zip Code [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 3VWBK21C63M [REDACTED]		Make VOLKSWAGEN		Model BEETLE	
Model Year 2003		Date Purchased		Dealer's Name and Telephone Number	
Engine: No: Cylinders		Fuel Type:		Original Owner ☐	
Dealer's City		State		Zip Code	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:	
Incident Date(s) 19-MAY-2012					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 980000 UNKNOWN OR OTHER				Failure Mileage	
				Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
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	
				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).					
2003 VOLKSWAGEN BEETLE OWNER BLOGS, FAILED TRANSMISSION IS A COMMON AND FREQUENT OCCURENCE. *05/31/12*BF					
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.					



10460488
MAY 29 2012

You are here: Home / Vehicle Owners / File a Complaint / File a Vehicle Complaint

File a Complaint

Search Complaints

Safety Recalls

Defect Investigations

Service Bulletins

Resources

File a Vehicle Safety Complaint

NOTE: If you do not have an email address, or cannot fill in a required field, please phone the Vehicle Safety Hotline (Toll-Free: 1-888-327-4236 / Hearing Impaired (TTY): 1-800-424-9153) for assistance

Form Approved OMB No. 2127-0008

Please complete each section and then click on the "Verify your entries" button at the bottom.

* = required field

The error(s) noted below must be fixed before submitting your Vehicle Safety Complaint.

Help

1. Vehicle Information

Vehicle Identification Number (VIN): 3VWBK21C63M

Test your VIN

* **Vehicle:** Enter your vehicle Make, Model and Model Year separated by spaces (e.g. MakeName ModelName 2003). After three characters possible matches may be shown and can be selected to complete your entry.
VOLKSWAGEN BEETLE 2003

2. Incident Information

* **Approximate Incident Date:** 05/19/2012
For multiple incident dates enter the first date of occurrence

Was there a Crash? ☐ Yes ☒ No

Was there a Fire? ☐ Yes ☒ No

Was there an Injury or Fatality? ☐ Yes ☒ No

Vehicle mileage at time of incident (miles): 110,000
For multiple incidents, enter the first failure mileage

Vehicle speed at time of incident (mph): 20

* **Affected Parts:** Select up to three parts
Transmission
At least one part is required

* **Tell us what happened** Enter up to 1900 characters

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc.).

(1478 characters left)

I dropped by a coffee shop this morning and after I went back to the car and started the car and shifted the automatic transmission, it went forward for a few seconds and then stopped. The engine is still running fine but the transmission is not shifting to the higher gears. Every time if shifts from the first gear the transmission slips and the car will no longer go forward. Scary if I were driving on a highway

online form does not
→ display a
drop-down menu
and does not
accept a manually
entered part.

Note: From VW Beetle owners blogs, failed transmission
is a common and frequent occurrence.

3. Personal Information**We Value Your Privacy**

The information you provide will be used to identify potential safety-related defects or determine the adequacy of existing safety recalls. **We do not share your personal information with the general public.** 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 69 FR 53971 (Sept. 3, 2004).

*First Name: [REDACTED]

*Last Name: [REDACTED]

*Email: [REDACTED]

*Confirm Email: [REDACTED]

*Daytime Phone: [REDACTED]

Evening Phone: [REDACTED]

*Address 1: [REDACTED]

Address 2: [REDACTED]

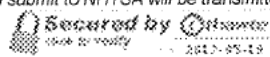
*City: New York

* State: NEW YORK 

* Zip Code: [REDACTED]

[Verify your entries](#)[Reset Form](#)

All the information that you submit to NHTSA will be transmitted using secure mechanism.

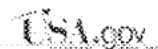


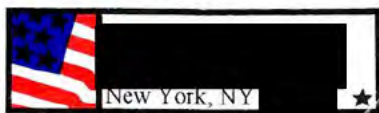
NHTSA.GOV | STOPIMPAIREDDRIVING.ORG | TRAFFICSAFETYMARKETING.GOV | EMS.GOV

[Policies](#) | [Terms of Use](#) | [USA.gov](#) | [FOIA](#) | [Privacy Policy](#) | [Accessibility](#) | [Careers](#) | [Site Map](#) | [Contact NHTSA](#)

SE. West Building Washington, DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

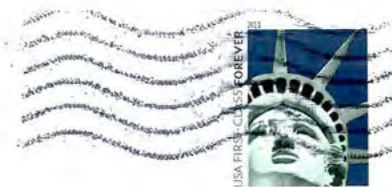
1200 New Jersey Avenue,





NEW YORK NY 100

22 MAY 2012 PM 12 L



NHTSA ATTN: VEHICLE COMPLAINTS
1200 New Jersey Ave. SE
West Building
WASHINGTON DC 20590

20590

