

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	
NAME [REDACTED]		Date Received 12-JUN-2012 JUL 09 2012		Repository ☐	
Address [REDACTED]		Daytime Telephone Number [REDACTED]		Reference No. 10461344	
City EAST JORDAN		State MI		Zip Code [REDACTED]	
Evening Telephone Number same		E-mail Address			
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 3VWBB81E9XM [REDACTED]		Make VOLKSWAGEN		Model CABRIO	
Model Year 1999		Engine: No: Cylinders 4		Fuel Type: gasoline	
Date Purchased June 2011		Dealer's Name and Telephone Number private seller		Original Owner ☐	
Dealer's City		State		Zip Code	
Transmission Type manual		☒ Antilock Brakes ☐ Cruise Control		Powertrain	
Multiple Failure:		Incident Date(s) 11-JUN-2012			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage 98000	
				Failure Speed 50	
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 1999 VOLKSWAGEN CABRIO. THE CONTACT STATED THAT WHILE DRIVING 50 MPH, THE VEHICLE STOPPED ACCELERATING. THE CONTACT WAS ABLE TO MANEUVER TO THE SHOULDER AND COAST TO A STOP. THE CONTACT EXAMINED THE VEHICLE AND NOTICED THAT THE CLUTCH CABLE SNAPPED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT REPAIR SHOP AND THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 98,000.					
the cable did not fail, the retainer clip on the end of the cable that secures it to the clutch engagement lever failed. It is a steel plate with a slot in it that allows the cable to pass thru it to secure it to the clutch actuation lever. No safety stop. If it fails the car is inoperable. This car is located in the rust belt, but it hasn't been driven in winter conditions. This part being important should have been made from SS not cheap cold roll.					
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.					

I can't believe that this shortfall in engineering has gone unnoticed, when american cars get cited for a lot less instructions. So unless the replacement kit The part number is: 1H0 798 303 A

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

Clutch rendered impossible due to the failure of a retaining plate that connects the cable and cap to the clutch lever to the drive train. Luckily this incident did not result in bodily harm, but created a lot of inconvenience and angst. Upon informing VWusa about the incident and my inability to secure a replacement part afterwards, because the local (nearest) dealership informed me to bring in this immovable object to them (60 miles away) or sit up an appointment with their parts dept. VWusa were so kind to tell me that their only obligated to make parts to repair the car for 10 yrs, and didn't give a damn if I could or could not find a part.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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

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safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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