

 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 NOV 15 2013		Repository ☐
				24-OCT-2013		Reference No. 10549423
OWNER INFORMATION (Type or Print)						
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]			Evening Telephone Number			
City DURHAM	State NC	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 3VWCK21CX3M [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) 12-SEP-2013		
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage 36000	Failure Speed 20	
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 2003 VOLKSWAGEN BEETLE. THE CONTACT STATED THAT WHILE DRIVING 20 MPH, THE VEHICLE STALLED. THE CONTACT TOOK THE VEHICLE TO A LOCAL MECHANIC FOR A DIAGNOSTIC TEST AND THE MECHANIC STATED THAT THE POWER TRAIN HAD FAILED. THE CONTACT HAD THE POWER TRAIN REPLACED. THE CONTACT DID NOT CALL THE MANUFACTURER. THE FAILURE MILEAGE WAS 36,000. <i>Transmission was gone. Had to replace transmission. I called the factory to report it with only 36,000 miles they said there was nothing that they could do. No one had ever heard of the transmission going bad with only 36,000 miles</i>						
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)

see on other side.

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



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NECESSARY
IF MAILED
IN THE
UNITED STATES**



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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

