

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

11-APR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

721312

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3VWBA21G1LM020155	VOLKSWAGEN	GOLF	1990	

Purchase Date 01-JAN-1991	Dealer's Name _____	Engine Size (CID/CC/L) <u>1.8</u>	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 11110000	Part Name(s) HEATER;WATER;DEFROSTER;DEFOGGER;HEATER CORE;WATER	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) <u>02-NOV-1998</u> Mileage at Failure(s) <u>137000</u> Vehicle Speed at Failure(s) <u>30</u>	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING HOME FROM WORK, THE PASSENGER COMPARTMENT OF MY CAR SUDDENLY BEGIN TO FOG UP. I WAS COASTING TOWARD A STOP LIGHT AND AS SOON AS I STOPPED I NOTICED ANTIFREEZE POURING IN FROM AROUND THE FIREWALL AREA. I WAS ONLY A FEW BLOCKS FROM HOME SO I WATCHED THE TEMPERATURE GAUGE AND PROCEEDED SLOWLY- SOMEHOW KEEPING MY FEET SUSPENDED OFF OF THE FLOOR TO AVOID THE HOT ANTIFREEZE. I SUSPECTED THE HEATER CORE BECAUSE I KNEW THAT IT WAS INTERNAL TO THE PASSENGER COMPARTMENT. I REPLACED THIS MYSELF BECAUSE THE DEALER SAID THEY WOULD CHARGE BETWEEN 600-800.00 FOR THIS REPAIR. THIS WAS THE BIGGEST PAIN THE NECK TO REPAIR BECAUSE I HAD TO REMOVE THE DASHBOARD TO ACCESS THE HEATER CORE. PLUS I HAD TO REPLACE THE CARPET BECAUSE IT IS ALM

CONTINUED ON BACK (SEE INSTRUCTIONS)

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.