



U.S. Department of Transportation

National 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**

Data Received  18-MAY-2000	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No.  722861	

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) <small>(Listed at front of windshield or drivers side)</small> <b>3VWVC81H1SM098344</b>	Vehicle Make <b>VOLKSWAGEN</b>	Vehicle Model <b>JETTA</b>	Vehicle Year <b>1995</b>	Current Odometer Reading
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Purchase Date <b>01-JAN-1996</b>	Dealer's Name _____	Engine Size (CID/CYL) ??	<input type="checkbox"/> Turbo
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injection

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	Sport Ult Truck Motorcycle <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component <b>15130000</b>	Par. Name(s) <b>EQUIPMENT:ELECTRIC POWER ACCESSORIES:LOCKS:DOOR</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No of Failures <b>1</b>	Date(s) of Failure(s) <b>27-FEB-2000</b>	Mileage at Failure(s) <b>37500</b>	Vehicle Speed at Failure(s) <b>0</b>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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**APPLICATION INCIDENT INFORMATION**

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

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <b>0</b>	Number of Fatalities <b>0</b>	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

THE DOOR LOCK PROBLEM IS ESPECIALLY PROBLEMATIC. THERE IS NO OTHER WAY INTO THE CAR AND VW CLAIMS THAT IT IS NOT THEIR RESPONSIBILITY TO FIX IT. A WOMAN, ME, WALKING ALONE IN A DARK PARKING LOT AT NIGHT WHO CAN'T GET INTO HER CAR COULD BE ROBBED OR RAPED. A CHILD, MINE, WHO MIGHT LOCK THE DOORS FROM THE INSIDE AND ACCIDENTLY PUSH THE EMERGENCY BRAKE DOWN COULD SET THE CAR IN MOTION, ROLLING AND I WOULD NOT EASILY BE ABLE TO UNLOCK OR GET INTO THE VEHICLE. THIS IS A SAFETY HAZARD AND VW SHOULD BE FORCED TO TAKE RESPONSIBILITY FOR FIXING THIS. THEY CLAIM THERE IS A 2-YR WARRANTY ON THE DOOR LOCK CYLINDER. TO THIS, I SAY, RIDICULOUS. THAT MEANS THEY DO NOT INTEND FOR THEIR DOOR LOCKS TO LAST THE LIFE OR EVEN HALF THE LIFE OF THE VEHICLE. I HAD A SAAB AS MY LAST CAR AN

CONTINUED ON BACK PLEASE

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.