

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

22-MAY-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

723056

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 or driver's side) 3VWBB61C9WM021723	Vehicle Make VOLKSWAGEN	Vehicle Model BEETLE	Vehicle Year 1998	Current Odometer Reading
---	-----------------------------------	--------------------------------	-----------------------------	--------------------------

Purchase Date 01-JUN-1998	Dealer's Name _____	Engine Size (CID/CC/L) 2.0 L	☐ 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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
--	---	--	--	---	--	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06310000 09002000	Part Name(s) ELECTRICAL SYSTEM:WIRING:HARNESS:FRONT:UNDERHOOD LIGHTING:GENERAL OR UNKNOWN COMPONENT:HEAD LIGHTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 01-JUL-1999 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) 0	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
---	---	---------------------------------------	----------------------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DEALER REFUSES TO SCHEDULE PROMPT REPAIR FOR CURRENT HEADLIGHT FAILURE (REQUEST 5-10 DAYS); CURRENT HEADLIGHT FAILURE INCLUDES PERMANENT FAILURE OF LEFT HEADLIGHT AND INTERMITTENT FAILURE OF BOTH HEADLIGHTS; CONSUMER REPORTS REPORTS 1998 NEW BEETLE AS "USED CAR TO AVOID" (APRIL 2000 ISSUE, P. 75); NEW BEETLE WEBSITE CONDUCTED SURVEY OF OWNERS OF 1998 MODEL - 55 PERCENT REPORT TROUBLE WITH THE CAR, 90 PERCENT OF WHICH IS ELECTRICAL; A RECALL WAS ISSUED FOR 1998 BEETLES MANUFACTURED IN FIRST HALF OF 1998 BECAUSE OF FAULTY WIRING THAT COULD CAUSE FIRE IN ENGINE COMPARTMENT (WE WERE NOT NOTIFIED OF A RECALL); THERE ARE MANY COMPLAINTS OF BEETLE OWNERS REGARDING VW CONSUMER SERVICE; WE HAVE RECEIVED SUBSTANDARD SERVICE FROM OUR DEALER, INCLUDING ON

CONTINUED ON BACK OF FORM

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.