

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

12-JUL-2000

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Reference No.

725310

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 vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3VWSA29M6XMD44645	VOLKSWAGEN	JETTA	1999	

Purchase Date

01-MAR-1999

Dealer's Name _____

Engine Size

(CID/CC/L)

No. Cylinders

☐ Turbo☐ Diesel☐ Gas☐ Fuel Injection☒ New ☐ Used

City _____ State _____ Zip Code _____

Transmission Type

☐ Manual☐ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☐ Driverside Airbag☐ Passengerside Airbag☐ Motorbelt☐ 2-Point Belt

Cruise Control

☒ Yes☐ No

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Vlt☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☒ 4-Door☐ Station wagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 3	Date(s) of Failure(s) 15-JUN-2000 Mileage at Failure(s) 30000 Vehicle Speed at Failure(s) 2	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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AT ABOUT 25,000 MILES, WHICH WAS ABOUT TWO AND A HALF MONTHS AGO, I CHECKED THE OIL AND HAD TO ADD THREE QUARTS. I TOOK IT TO THE DEALER AND THEY TOLD ME TO LOOK FOR BLACK SMOKE AND OIL SPOTS ON THE DRIVEWAY. NO BLACK SMOKE OR OIL IS VISIBLY ESCAPING FROM THE ENGINE. I CHECKED THE OIL AGAIN ON JUNE 15, AND HAD TO ADD ANOTHER QUART AND A HALF. I REPORTED IT TO THE DEALER AND MADE ANOTHER APPOINTMENT FOR THEM TO CHECK IT OUT. TODAY, JULY 11, 2000, THE DEALER CHECKED THE OIL (WHICH WAS DOWN A HALF QUART), TOLD ME THAT THEY DON'T KNOW WHAT TO LOOK FOR AND HAVE TO WAIT FOR THE VOLKSWAGEN DISTRICT SERVICE MANAGER TO POINT THEM IN THE RIGHT DIRECTION. SO "WE" ARE NOW WAITING FOR A CALL FROM THE DISTRICT MANAGER. THE OIL AND FILTER HAVE BEEN CHANGED REGULARLY

CONTINUE ON BACK IF NEEDED

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.