

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	
		Date Received 03-SEP-2000	Od_or _____ Rt_dt _____ od_rt _____ up_ltr _____
			Reference No. 730034

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) (Listed at front of windshield or driver's door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
3VWWA81HOTM120504	VOLKSWAGEN	JETTA	1996			
Purchase Date 01-DEC-1997	Dealer's Name _____		Engine Size (CID/CC/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 08100000	Part Name(s) ELECTRICAL SYSTEM: BATTERY	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 2	Date(s) of Failure(s) 01-SEP-2000 Mileage at Failure(s) <518C 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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)
THE BATTERY IN MY 96 JETTA EXPLODED AS I TURNED THE KEY. THERE WERE NO INDICATIONS OF A PROBLEM PRIOR TO THE EXPLOSION. THIS IS THE SECOND TIME THIS HAS OCCURED. VOLKSWAGEN HAS BEEN EXTREMELY UNCOOPERATIVE ABOUT THE SITUATION AND I HAVE NOT BEEN ABLE TO CONTACT THEIR CUSTOMER SERVICE DEPT BECAUSE THEY AREN'T OPEN ON WEEKENDS OR LABOR DAY. AFTER THE FIRST EXPLOSION (ABOUT 1 YEAR AND 9 MONTHS AGO), THEY DID NEXT TO NOTHING TO ASSIST ME. TWO DAYS AFTER THE EXPLOSION, I GOT A "CHECK ENGINE" LIGHT AND I HAVE BEEN UNABLE TO DETERMINE THE PROBLEM BECAUSE THEY ARE CLOSED. THIS IS A VERY DISTURBING SITUATION WHICH HAS BEEN COMPOUNDED BY VOLKSWAGEN'S UNWILLINGNESS TO TAKE RESPONSIBILITY FOR THEIR DEFECTIVE PRODUCTS. BOTH BATTERIES WERE PURCHASED THROUGH A

CONTINUED ON BACK (SEE)

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.

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