

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

20-SEP-2000

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Reference No.

732032

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
3VWBF61C7WM016508	VOLKSWAGEN	BEETLE	1998	

Purchase Date 01-AUG-1998	Dealer's Name _____	Engine Size (CID/CCL) _____	☒ 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 ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☒ 2-Door ☐ 4-Door ☐ Station wagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08310000	Part Name(s) ELECTRICAL SYSTEM; WIRING; HARNESS; FRONT; UNDERHOOD	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 3	Dates of Failure(s) 30-AUG-2000 Mileage at Failure(s) 78600 Vehicle Speed at Failure(s) 35	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)

A VITAL WIRING HARNESS HAS FAILED AND POSSIBLY BURNED UP CAUSING THE CAR TO DIE IN THE MIDDLE OF MAJOR EXPRESSWAY. VOLKSWAGON CLAIMS THAT THE PART WILL TAKE THREE MONTHS TO GET IF SPECIAL ORDERED FROM THE MANUFACTURER IN GERMANY AND WILL COST THOUSANDS OF DOLLARS TO REPLACE. VOLKSWAGON CLAIMS THAT REPLACING THIS HARNESS MAY NOT CORRECT THE PROBLEM ENTIRELY. IN OCTOBER OF 1999, VOLKSWAGON REPLACED AN ELECTRICAL PART ASSOCIATED WITH THE DIESEL FUEL GLOW PLUG ASSEMBLY FOURTEEN MONTHS AFTER PURCHASE. VOLKSWAGON REPLACED THE BATTERY IN MAY OF 2000 AND HAS REPLACED 5 HEADLAMPS IN TWO YEARS. THIS VEHICLE HAS EXPERIENCED MAJOR ELECTRICAL PROBLEMS SINCE PURCHASE.

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.