

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

04-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

733388

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 drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3VWRC29M9YM088861	VOLKSWAGEN	JETTA	2000	

Purchase Date 01-FEB-2000	Dealer's Name _____	Engine Size (CID/CC/L) <u>2.0L</u>	☐ 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 _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12111000	Part Name(s) INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT A	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) <u>26-SEP-2000</u> Mileage at Failure(s) <u>4300</u> Vehicle Speed at Failure(s) <u>2</u>	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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

1) THE AIRBAG SYSTEM IN THIS CAR HAS COMPLETELY FAILED FOR NO APPARENT REASON. THE CAR HAS LESS THAN 5000 MILES ON IT AND HAS BEEN DRIVEN VERY LIGHTLY. THE DEALER INITIALLY TOLD ME THAT THE PROBLEM WAS JUST A LOOSE WIRE ON THE AIRBAG INDICATOR LIGHTS AND THAT IT WAS ALL OK. AFTER I INSISTED THAT THEY CHECK IT FURTHER IT TURNED OUT THAT THE SYSTEM HAD INDEED FAILED AND NEEDED REPLACEMENT. WHAT IS SCARY IS THAT THEY WERE GOING TO SEND ME BACK OUT ON THE ROAD WITH A DEFECTIVE AIRBAG SYSTEM. THE TECHNICIAN (NOT THE SERVICE MANAGER) TOLD ME THAT AIRBAG SYSTEM FAILURE IS VERY COMMON IN THE 2000 JETTA. AS YOU CAN SEE FROM MY REPORT, I HAVE HAD MANY SERIOUS DEFECTS IN THIS CAR AND IT IS BARELY 8 MONTHS OLD WITH LESS THAN 5000 MILES. I JUST WANTED TO LET THE NHTSA KNOW ABOUT

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.