



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

258

Date Received

03-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

738635

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3YVWSA29M9YM039280	VOLKSWAGEN	JETTA	2000	

Purchase Date 01-OCT-2099 ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) 2.0 L No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
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Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Util ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09002000 09010100 00000000	Part Name(s) LIGHTING: GENERAL OR UNKNOWN COMPONENT: HEAD LIGHTS LIGHTING: FLASHER: TURN SIGNAL NON-VEHICLE LETTERS (ASSIGNED BY ODI ONLY)	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 30-MAR-2000 Mileage at Failure(s) 1109C Vehicle Speed at Failure(s)	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)

EACH ELECTRICAL PROBLEM WAS ANNOYING FOR A BRAND NEW CAR BUT THEY WERE FIXED. MY CONCERN IS THE OIL BURNING FOR NO APPARENT REASON. NO ONE AT THE DEALERSHIP TOOK ME SERIOUSLY UNTIL I THREATENED THEM WITH LEGAL ACTION BUT MY CAR IS STILL BURNING OIL. I CAN'T SEEM TO MAKE ANYONE UNDERSTAND THAT A CAR ONLY ONE YEAR OLD SHOULD NOT CONSUME OIL LIKE THIS CAR IS DOING NOW. TWICE I HAVE BEEN STRANDED WITH MY 9 MONTH OLD SON IN THE COLD WEATHER BECAUSE THE RED WARNING LIGHT FOR LOW OIL HAS COME ON AND BOTH TIMES I HAD NO OIL IN THE ENGINE. THERE IS OBVIOUSLY SOMETHING WRONG WITH THIS CAR BUT THE DEALER KEEPS TELLING ME THAT THEIR MECHANICS SAY THERE IS NOTHING WRONG.

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.



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