



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

10-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

740712

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
3YWRK69MX1M084107	VOLKSWAGEN	JETTA	2001	

Purchase Date 01-NOV-2000 ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08530002	Part Name(s) ELECTRICAL SYSTEM:IGNITION:COIL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 4	Dates of Failure(s) 02-DEC-2000 Mileage at Failure(s) 699 Vehicle Speed at Failure(s) 60	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)

DEALER HAS REPLACED SEVERAL PARTS "4" DIFFERENT TIMES WITHIN LESS THAN 3,000 MILES. WE BELIEVE THAT THEY ARE UNSURE WHAT THE PROBLEM IS. WE HAVE HAD THE COIL PAC REPLACED 2 WEEKS LATER GROUND WIRES CLEANED @ COIL PAC, THIRD TIME IN IT HAD "10" FAULTS PULLED "MAINLEY SHORT TO GROUND WITH SPRO MISFIRE IN ALL CYLINDERS" REPLACED LOWER FUSE PANEL & FUEL PUMP RELY. MILAGE @ THIRD VISIT 2,274 MILEAGE 2ND VISIT 1,270.. 4TH VISIT MILEAGE 2,893. THEY CLAIM THE SPARK PLUG WIRE WAS MISSING INSULATION WHICH CAUSED IT TO ARC CAUSING ENGINE LIGHT TO COME ON 4TH TIME. DATES OF SERVICE 12/4 00 845. MILES 12/20/00 MILEAGE 1,270.00 1/25/01 MILEAGE 2,274. 4TH VISIT 2/4/01 MILEAGE 2893.*AK

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.