



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

17-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

741063

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) (Location at bottom of windshield and driver's side) WVWDE21J5YW221110	Vehicle Make VOLKSWAGEN	Vehicle Model VOLKSWAGEN	Vehicle Year 2000	Current Odometer Reading
Purchase Date 01-AUG-1999	Dealer's Name _____		Engine Size (CID/CC/L) 2.8L	☐ 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ 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 08540000 10121000 15302000	Part Name(s) ELECTRICAL SYSTEM:IGNITION:ELECTRONIC CONTROL UNIT VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE EQUIPMENT:SPEED CONTROL:LINKAGES(12:83)	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 3	Date(s) of Failure(s) 20-JAN-2000 Mileage at Failure(s) 5000 Mileage at Failure(s) 0	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ECU FAILURE: (5K MILES) ENGINE WOULD NOT TURN OVER, ENGINE COMPUTER LIGHT LIT, ATTEMPTED TO START USING 3 DIFFERENT POWER SOURCES (DEALER, TOW, ANOTHER CAR) FAILED - BATTERY FINE. ENGINE COMPUTER WAS RESET AFTER TEST INDICATED FAULTY COMPUTER SETTINGS. ERROR 2: (14K MILES) ENGINE DISPLAYED "EMISSIONS WORKSHOP" MESSAGE, MIL LIGHT LIT. DEALER REPORTED FAULTY ENGINE COMPUTER, REPLACED COMPUTER. ERROR 3: 20 MILES AFTER PICKING CAR UP FROM DEALER, ENGINE DISPLAYED "EMISSIONS WORKSHOP" MESSAGE, MIL LIT AGAIN. RETURNED TO DEALER, WHO REPLACED ECU A SECOND TIME. DEALER ALSO REPLACES MAF (MASS AIRFLOW SENSOR). THIS SEEMS TO HAVE RESOLVED THE ECU PROBLEMS... FOR NOW? ERROR 3: (15K MILES) PASSENGER POWER WINDOW FAILED WITH LOUD "POP" DEALER REPLACED WINDOW REGULATOR, STAT

COPIES OF REPORTS - SEE PAGE 2

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.