



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

21-MAY-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

745619

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 door side) 3VWSC29M3XM076771	Vehicle Make VOLKSWAGEN	Vehicle Model JETTA	Vehicle Year 1999	Current Odometer Reading
Purchase Date 01-JUN-1999	Dealer's Name _____		Engine Size (CID/CC/L 400 (?)	☐ 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 02100000 01000000 02120010	Part Name(s) SUSPENSION:INDEPENDENT FRONT STEERING SUSPENSION:MACPHERSON STRUT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 2	Date(s) of Failure(s) 25-SEP-2000 Mileage at Failure(s) 18000	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)

THIS CAR WAS PURCHASED NEW IN JULY 2000. IT IS THE NEWLY REDESIGNED JETTA. SINCE IT'S PURCHASE THE CAR HAS BEEN IN THE SHOP 9 TIMES FOR WATER/AIR LEAKS, TWICE FOR FAILED DRIVERS SIDE FRONT SUSPENSION STEERING FAILURE, NAMELY THE SHOCK, BEARING, SPACER, RETAINER (STRUTS). IN ADDITION SEVERAL PIECES OF THE INSIDE MOLDING HAVE DETACHED. ONE OF THE LARGEST SAFETY ISSUES FOR ME, OTHER THAN THE STRUT, IS THE POORLY DESIGNED FLOOR MATS WHICH POP LOOSE, SLIP FORWARD, AND CATCH THE GAS PETAL CAUSING ACCERCLARATION. THE AIR CONDITIONER HAS MOLDED OVER TWICE. I HAVE INFORMED BOTH THE SELLER AND THE MANUFACTURING OF MY COMPLAINTS AND HAVE DEMANDED A REFUND OR A LEMON LAW TAKE BACK. I AM NOT SURE WHAT TO DO BUT FEEL VW HASN'T BEEN HONEST ABOUT ALL THE PROBLEMS THE "NEW"

CONTINUE ON REVERSE

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.