



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

19-JUL-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

748784

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) (Locate at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3VWSE29M4YM025387	VOLKSWAGEN	JETTA	2000	

Purchase Date 01-DEC-1999	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 Utl ☐ 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 10121000 10160020	Part Name(s) VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE VISUAL SYSTEMS:SUN ROOF LOCKS/LATCHES (R/R2)	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 4	Date(s) of Failure(s) 25-MAR-2001 26800 Mileage at Failure(s) _____	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)

A WAX MELTED OUT OF THE DOORS OF THE CAR, THEN A FEW DAYS LATER THE RIGHT PASSENGER WINDOW MADE A SCREAMING NOISE THEN DROPPED DOWN INTO THE DOOR WHILE ELECTRICALLY ROLLING IT UP. ALL OTHER WINDOWS ARE MAKING THE SAME NOISE SO I CAN'T USE THEM IN FEAR I THEY TOO WILL FALL DOWN INTO THE DOOR. SUN ROOF COVER CAME OFF THE TRACK WHILE SHUTTING IT. THE LEVER THAT YOU PUSH TO OPEN THE ARM REST POPPED OFF WHILE OPENING IT. THE DRINK HOLDER FIRST KEPT STICKING INSIDE THE CONSUL, THEN IT SLOWLY BROKE APART. THE DEALERSHIP IS GOING TO CHARGE ME HUNDREDS OF DOLLARS TO FIX THESE THINGS THAT SHOULDN'T HAVE BROKE IN THE FIRST PLACE. MY WARRANTY EXPIRED AFTER ONLY 24000 MILES. MY COOLANT (WATER) PUMP JUST BROKE LAST WEEK, BUT THEY FIXED IT BECAUSE IT WAS COVERED UNDER THE POW

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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.