



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

08-FEB-2002

Ord. or
rt. dt
pd. rt
up. ltr

Reference No.

757997

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 door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3VWSC29M9YM029035	VOLKSWAGEN	JETTA	2000	

Purchase Date 01-SEP-1999	Dealer's Name _____	Engine Size (CID/CC/L) _____ 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 Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
			Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03240000 03270000	Part Name(s) BRAKES:HYDRAULIC: LINES: FITTINGS BRAKES:HYDRAULIC:SHOE: DISC BRAKE SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 06-FEB-2000 Mileage at Failure(s) 33964 Vehicle Speed 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 0	Number of Fatalities 0	Estimated Property Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

1. THE REAR BRAKE LINE SNAPPED OFF WHILE INSTALLING NEW PADS. THE BRAKE LINE SNAPPED A CLEAN CUT, NO BENDS ETC. THE BRAKE LINE APPEARED TO BE VERY BRITTLE AND WAS PROBABLY A RESULT OF METAL FATIGUE OR FAULTY ORIGINAL EQUIPMENT. IT SHOULD BE NOTED THAT THE REAR BRAKE PADS WERE COMPLETELY WORN OUT AT JUST 33964 MILES WHILE THE FRONT PADS APPEARED TO BE NEARLY NEW. THIS IS A REVERSE IN NORMAL WEAR OUT PATTERNS AND WAS PROBABLY CAUSED BY THE CALIPERS OVERHEATING/LOCKED UP ETC. 2. THE REAR BRAKE PADS WERE COMPLETELY WORN OUT AFTER ONLY 33964 MILES OF WHICH MOST OF THE TRAVEL WAS ON NON-STOP ON INTERSTATE HIGHWAYS. EITHER THE REAR BRAKE PADS WERE DEFECTIVE OR THERE IS SOMETHING

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.