



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

04-MAR-2002

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

758926

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
3VWRP69M91M145450	VOLKSWAGEN	JETTA	2001	

Purchase Date 01-MAY-2001	Dealer's Name _____	Engine Size (CID/CC/L) <u>1.9</u>	☒ 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 10220000	Part Name(s) VISUAL SYSTEMS:MIRRORS:REARVIEW:EXTERIOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) <u>02-MAR-2002</u>	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) <u>13000</u>		
	Vehicle Speed at Failure(s) <u>40</u>		

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 <u>0</u>	Number of Fatalities <u>0</u>	Estimated Property Damag <u>0</u>	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING THE GLASS OF THE PASSANGER SIDE EXTERIOR MIRROR CAME LOOSE AND WAS FLAPPING BY THE CABLE. CHIPPED MIRROR, ALMOST BROKE THE PASSENGER WINDOW (LEFT MARKS/SCRATCHES FROM IMPACTING WINDOW) AND LEFT 10-15 SCRATCHES IN THE DOOR'S PAINT. DEALERSHIP STATED THEY REPLACE ABOUT TWO A WEEK. FAILURE RATE APPEARS HIGH IF THAT IS THE CASE. NO KNOWN CAUSE OF FAILURE, WAS NOT STRUCK OR ANYTHING. SUSPECT VACUUM FORCES FROM AIR FLOW OVER MIRROR HOUSING OVERCAME THE PLASTIC RETAINING CLIPS. DEALER STATES NOT A WARRANTY REPAIR SAYING IT MUST HAVE BEEN STRUCK ALTHOUGH NO VISIBLE EVIDENCE EXISTS ON HOUSING AND NOTHING WAS IN THE VICINITY OF THE CAR WHEN IT OCCURRED, HA

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.