Form Approved: OMB No. 2127-0042

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: 15-MAR-2002

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
np_ltr ____ ____

Reference No.: 759383

[redacted]

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 on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Readin
3VWCK21C82M433896	VOLKSWAGEN	NEW BEETLE	2002	

Purchase Dat			
01-FEB-2002	Dealer's Name_____	Engine Size (CID/CC/L 2.0	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio
☒ New ☐ Used	City_____ State_____ Zip Code_____	No Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other_____	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
07300000	POWER TRAIN:TRANSMISSION:AUTOMATIC	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failure	Date(s) of Failure(s)	Failed Part(s)	NHTSA Previously
100	05-FEB-2002	☐ Yes ☐ No	☐ Yes ☐ No
	Mileage at Failure(s 50		
	Vehicle Speed at Failure(s) 20		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash	Fire	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☐ No	☐ Yes ☒ No	2			☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TRANSMISSION NOTED TO BE DOWNSHIFTED VERY HARD WHEN COMING TO A SLOW STOP. WHEN SLOWING TO A STOP AND REACHING THE 15-20 MPH AREA CAR WILL JERK HARD. TOOK BACK TO TONY HONDA FOR SERVICE AND THEY TOLD ME THAT EVERYTHING CHECKS OUT TO VOLKSWAGEN SPECS AND THEY WERE NOT GOING TO CHECK INTO IT ANY FURTHER. VOLKWAGEN WAS CONTACTED BY ME AND TOLD TO TAKE CAR FOR SECOND OPINION AT CUTTER VOLKWAGEN HERE IN HONOLULU. STEVE FROM SERVICE DROVE THE CAR AND COULD NOT BELIVE IT WAS DOING THE DOWNSHIFTING. AFTER SEVERAL DAYS IN THE SHOP THEY REPLACED PARTS OF THE TRANSMISSION AND IT WAS STILL DOING IT. THEY WERE AUTHORIZED TO REPLACE MY TRANSMISSION WITH ANOTHER FROM A NEW CAR IN STOC

CONTINUE OTHER SIDE

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 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.