



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

12-JUN-2002

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

762997

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) (Located at bottom of windshield and driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3VWSA29M4YM116105	VOLKSWAGEN	JETTA	2000	

Purchase Date 01-AUG-2000	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	Part Name(s) VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No of Failure 2	Date(s) of Failure(s) 14-SEP-2001 Mileage at Failure(s) 31182 Vehicle Speed at Failure(s) 1	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)

ON SEPT 14, 2001, MY WIFE WAS DRIVING THROUGH DRIVE IN AT MCDONALD'S. SHE PRESSED THE DRIVER WINDOW POWER BUTTON AND THE WINDOW MALFUNCTIONED. THE WINDOW WENT DOWN BUT WOULD NOT GO UP. THE DEALER REPLACE LEFT FRONT WINDOW REGULATOR AT NO CHARGE TO ME. ON JUNE 7, 2002, MY WIFE WAS DRIVING ON FORT BENNING THROUGH THE SECURITY GATE. THE WINDOW MALFUNCTION. IT WENT DOWN AND WOULD GO UP. I TOOK THE JETTA TO THE DEALER. I SPOKE WITH VW'S CUSTOMER RELATIONS OFFICE, 1.800.822.8987, REF # 20166271. SINCE MY CAR WAS 971 MILES OVER THE 12 MONTH WARRANTY, VW WOULD ONLY PAY 50% AND I HAD TO PAY 50%. IT IS MY OPINION THAT THIS IS A MANUFACTURER'S DEFECT. THERE WAS A LADY AT THE DEALERSHIP WITH THE

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.