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From: siracusa@publicinteractive.com
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>
Date: 7/10/00 4:41PM
Subject: Car Talk VOQ submission

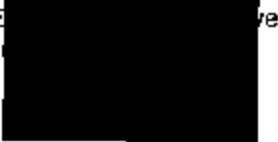
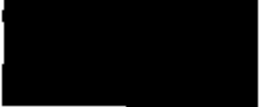
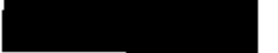
- * This data was submitted via a fill-in form at the Cartalk web site
- * (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
- * or suggestions regarding the format of this submission, send email
- * to webmaster@cartalk.com

SUBMISSION DATE: Monday, July 10th 2000 at 4:40:30 PM

VEHICLE OWNER'S QUESTIONNAIRE

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OWNER INFORMATION

NAME: 
ADDRESS: 
CITY: 
TELEPHONE: 

NHTSA authorized to send a copy of this report to the manufacturer: No

VEHICLE INFORMATION

VIN: 3VWSA29M7YM009470
MAKE: Volkswagen
MODEL: Jetta
YEAR: 2000

ODOMETER: 14000
PURCHASE DATE: NEW OR USED: New

DEALER NAME: St.Charles Nissan V.W.
ADDRESS: St.Charles, MM0

ENGINE SIZE:
CYLINDERS: 4

FUEL INJECTION: Yes
TURBO: No
FUEL TYPE: Gas
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes
DRIVETRAIN: Front

DRIVER AIRBAG: Yes
PASSENGER AIRBAG: Yes
3-POINT BELT: Yes
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: 1)Turn signals made buzzing
sound-dealer said they were
fine-they went out completely.
2)ABS light came on
3)Airbag light-airbag
malfunction-had to be replaced
4)Safety recall on passenger side
5)Front O2 sensor failed-had to
be replaced

PART NAME(S):

LOCATION:

NUMBER OF FAILURES:

DATE(S) OF FAILURES: all within 10 months of purchase of new vehicle

MILEAGE AT FAILURE(S): all under 14000 miles

SPEED AT FAILURE(S): n/a

MANUFACTURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE:

NUMBER OF PERSONS INJURED:
NUMBER OF FATALITIES:
ESTIMATED PROPERTY DAMAGE: \$

DRIVER AIRBAG DEPLOYED:
PASSENGER AIRBAG DEPLOYED:

REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

I live almost 2 hours from the nearest VW dealer. I did not think this to be a problem since it was a brand new car. The dealer will not do major repairs on Saturdays, so I have had to take vacation days (at least 5) to have my brand new car fixed. I have also had 2 rental cars because they would have to keep my car a day or two. I called Volkswagen to complain and the rude woman told me that's why cars have warranties and there was nothing they could do. I called the dealer and they said sorry, they will not talk to me or return my phone calls. I bought a new car for the stability and security--this car has given me nothing but fear, anger and stress.

END OF FORM
