

785692

From: feedback@cartalk.com
To: Alberto <NHTSA> Jimenez
Date: 9/30/01 9:51PM
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: Sunday, September 30th 2001 at 9:51:17 PM

VEHICLE OWNER'S QUESTIONNAIRE

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OWNER INFORMATION

NAME

ADDRESS

DI

TELEPHONE

NHTSA authorized to send a copy of this report to the manufacturer: Yes

VEHICLE INFORMATION

VIN: 3VWRC29M5YM111424

MAKE: Volkswagen

MODEL: Jetta

YEAR: 2000

ODOMETER: 26000

PURCHASE DATE: 02/22/00

NEW OR USED:

DEALER NAME: Manchester Volkswagen

ADDRESS: Manchester, NH 03103

ENGINE SIZE: 2.0

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: Air Bag wiring system

PART NAME(S): Airbag wiring harnesses, ring,
and terminal

LOCATION:

NUMBER OF FAILURES: 2

DATE(S) OF FAILURES: Nov. 2000, Aug 2001

MILEAGE AT FAILURE(S): 15,500, 26,000

SPEED AT FAILURE(S): NA

MANUFATURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT:
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

The airbag warning light first came on at 15,000 miles (9 months after purchasing car). The dealer replaced the airbag circuitry under warranty. They told us the airbag probably would not have functioned before the repair was made. 9 months later, the airbag warning light came on again. Compounding the problem was the fact that the dealer could not schedule a service appointment for the problem until the middle of October, leaving us presumably without airbag protection for nearly 3 months! In my opinion, if Volkswagen can't make airbag circuitry that lasts for more than 9 months, there needs to be a safety recall.

END OF FORM



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 254

Date Received

30-SEP-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

785692

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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3VWRC29M5YM111424	VOLKSWAGEN	JETTA	2000	

Purchase Date 22-FEB-2000	Dealer's Name _____	Engine Size (CID/CC/L 4 CYL	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	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 Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12110000	Part Name(s) INTERIOR SYSTEMS: PASSIVE RESTRAINT: AIR BAG	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No of Failure 2	Date(s) of Failure(s) 01-NOV-2000 15500 Mileage at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
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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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE AIRBAG WARNING LIGHT CAME ON AT 15,500 MILES NINE MONTHS AFTER PURCHASING VEHICLE. THE DEALER REPLACED THE AIRBAG CIRCUITRY UNDER WARRANTY, NINE MONTHS LATER THE AIRBAG LIGHT CAME ON AGAIN. *JB

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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.