

785845

From: feedback@cartalk.com
To: Alberto <NHTSA> Jimenez
Date: 1/19/02 3:14PM
Subject: Car Talk VOQ submission

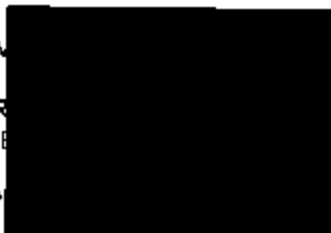
* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

SUBMISSION DATE: Saturday, January 19th 2002 at 3:05:44 PM

VEHICLE OWNER'S QUESTIONNAIRE
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OWNER INFORMATION

NAME
ADDRESS
E-MAIL
TELEPHONE



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

VEHICLE INFORMATION

VIN: 3VWBF61C9WM011729
MAKE: Volkswagon
MODEL: New Beetle
YEAR: 1998

ODOMETER: 80000
PURCHASE DATE: 07/03/99
NEW OR USED: Used

DEALER NAME: Neftin Westlake Car Company
ADDRESS: Thousand Oaks, CA 91362

ENGINE SIZE: 116cid
CYLINDERS: 4

FUEL INJECTION: Yes
TURBO: Yes
FUEL TYPE: Diesel
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: 2-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: headlights
PART NAME(S): headlights
LOCATION: Left
NUMBER OF FAILURES: Every month for last
eighteen months.
DATE(S) OF FAILURES: JULY 2000-JANUARY 2002
MILEAGE AT FAILURE(S): 50,000-80,000
SPEED AT FAILURE(S): 0 mph
MANUFATURER CONTACTED: Yes
NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE: No
NUMBER OF PERSONS INJURED: 0
NUMBER OF FATALITIES: 0
ESTIMATED PROPERTY DAMAGE: \$0
DRIVER AIRBAG DEPLOYED: No
PASSENGER AIRBAG DEPLOYED: No
REPORTED TO POLICE: No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

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

ADDITIONAL COMMENTS

Upon starting my vehicle I have the persistant problem of one or sometimes both headlights not turning on. I have replaced the bulbs at least five times each. I have discovered that the bulbs were actually still good and have saved some of them. If I lightly slap the headlight assembly the light will turn on and stay on until the next start-up, when I have to slap the headlight again. I am an engineer and very mechanically inclined, so I checked the connection and chemically cleaned them with a contact cleaner and mechanically cleaned them with a brass brush. I have checked that the connections are tight and even tried using a product called bulb grease to ensure a good connection. After all of these attempts the problem returns within a month or less. The lights have never gone out or even flickered while while driving, yet when I turn off the ignition and restart the car the headlight problem reoccurs. The majority of headlight bulbs were purchased at the dealer, yet I even tried aftermarket sources to solve the problem. I do not think the bulbs are the issue, I believe there may be a problem with current flow to the bulbs or a grounding problem. My wiring in the car is in great shape and has not been fixed or repaired due to accident or other unusual occurrence. The local VW dealer has not been of any help in this matter, only recommending to let them change the bulbs at the exorbitant cost of one hour of shop time with no guarantee that the problem will go away or that they will do any service different or beyond that which I have already COMPENTANTLY have tried. My problem is not only an inconvenience but a safety hazard. Sometimes I do not realize the light or lights had not turned on because it was daytime on start-up. I have become increasingly aware of the many New Beetles driving with one or no headlights when they have daytime running lights as a standard feature. This daily observation has led me to believe there may be a design problem. I have also had the privilege of changing out headlight for other New Beetle owners (since I have become so adept at it) and discovered that the newer 2001 beetles have a higher rated fuse for the headlights. Has Volkswagon quietly corrected the problem? Please look into this matter and inform me of your findings. Until then I will continue slapping my headlights on.

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 1058

Date Received

19-JAN-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

785845

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 and driver's side door) 3VWBF61C9WM011729	Vehicle Make VOLKSWAGEN	Vehicle Model NEW BEETLE	Vehicle Year 1998	Current Odometer Reading
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Purchase Date 03-JUL-1999	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 ☐ 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 ☐ Station wagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09002000	Part Name(s) LIGHTING:GENERAL OR UNKNOWN COMPONENT:HEAD LIGHTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 5	Date(s) of Failure(s) 01-JUL-2000	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 50000		
	Vehicle Speed at Failure(s)		

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)

CONSUMER STATES UPON STARTING THE VEHICLE, ONE OR BOTH HEADLIGHTS DO NOT ALWAYS TURN ON, CONSUMER HAS REPLACED THE BULBS ABOUT 5 TIMES EACH, CONSUMER CAN LIGHTLY TAP THE HEADLIGHT ASSEMBLY AND THE LIGHTS WILL TURN ON UNTIL THE NEXT START UP, CONSUMER HAS CHECKED THE CONNECTION AND CLEANED THEM, HOWEVER THE PROBLEM STILL EXISTS, HE THINKS IT MAY HAVE TO DO WITH THE CURRENT FLOW TO THE BULBS OR BE A GROUNDING PROBLEM, CONSUMER ALSO STATES THAT THE LIGHTS HAVE NEVER GONE OUT OR FLICKERED WHILE DRIVING. *SLC

COPIES OF THIS FORM ARE:

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.