

786032

From: feedback@cartalk.com
To: Alberto <NHTSA> Jimenez
Date: 7/5/02 11:40AM
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: Friday, July 5th 2002 at 11:39:17 AM

VEHICLE OWNER'S QUESTIONNAIRE

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OWNER INFORMATION

Nashua, NH

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

VEHICLE INFORMATION

VIN: 3VWSC29M3YM025255

MAKE: Volkswagen

MODEL: Jetta

YEAR: 2000

ODOMETER: 32000

PURCHASE DATE: 08/29/99

NEW OR USED: New

DEALER NAME: Koons VW

ADDRESS: Marlow Heights, MD 20748

ENGINE SIZE: 2.0L

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: Power Window
Sunroof

PART NAME(S): Power Window Regulator

LOCATION: Right

NUMBER OF FAILURES: 1 (Power Window)
2 (Sunroof)

DATE(S) OF FAILURES: Jan 2000(Sunroof), Aug 2001(Sunroof), July 4th, 2002 (Window)

MILEAGE AT FAILURE(S): 5000(sunroof), 21000(sunroof), 31900(window)

SPEED AT FAILURE(S): 0 (stopped, in all cases)

MANUFACTURER CONTACTED: No

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:



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 778

Date Received

05-JUL-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

786032

Work Number

Home Number 978-250-2666

OWNER INFORMATION (Type or Print)

MINYAN SHI 765222
5 ROYAL CREST DR. 11
NASHUA NH 03060

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) (Location at bottom of windshield and driver's side) 3VWSC29M3YM025255	Vehicle Make VOLKSWAGEN	Vehicle Model JETTA	Vehicle Year 2000	Current Odometer Reading
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Purchase Date 29-AUG-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 ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10160000	Part Name(s) VISUAL SYSTEMS:SUN ROOF ASSEMBLY (8/82)	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 2	Date(s) of Failure(s) 01-JAN-2000 Mileage at Failure(s) 5000 Vehicle Speed at Failure(s)	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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

POWER SUNROOF JAMMED TWICE AND WAS REPAIRED BY THE DEALER. *YH

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.

TIRE SIZE:

ADDITIONAL COMMENTS

Car is less than three years old.

1) Passenger side power window fell into door frame with a loud noise. On contacting dealer, was informed that this was due to a "regulator" failure and, since the vehicle was out of warranty, it was a chargeable repair costing nearly \$300 !!

2) Power Sunroof jammed when car was still within warranty (within 4 months of purchase). Was repaired by dealer under warranty. But now, with car past warranty, sunroof has jammed again. Possible inherent manufacturing defect.

END OF FORM



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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 window glass and door frame) 3VWSC29M3YM025255	Vehicle Make VOLKSWAGEN	Vehicle Model JETTA	Vehicle Year 2000	Current Odometer Reading
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Purchase Date 29-AUG-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 ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15110000	Part Name(s) EQUIPMENT:ELECTRIC POWER ACCESSORIES:WINDOWS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 04-JUL-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 31900		
	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)

THE PASSENGER SIDE POWER WINDOW FELL INTO DOOR FRAME DUE TO REGULATOR FAILURE. *YH

COPIES OF THIS FORM ARE:

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