



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 336

Date Received

02-MAY-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8008993

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)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WVW SK61J21W69157		VOLKSWAGEN	JETTA	2001	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ 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
☐ Manual ☐ Automatic	☐ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____
					☐ Sport Utl ☐ Truck ☐ Motorcycle ☐ Other _____
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Dates of Failure(s) 23-APR-2002 Mileage at Failure(s) 6700 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)

CONSUMER EXPIENCED A BURNING WIRE SMELL ODOR INSIDE VEHICLE, PRIOR TO THE RECALL # 02 V 031 000. ABS LIGHT ILLUMINATED. PLEASE PROVIDE ANY FURTHER INFORMATION.*JB

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.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Vehicle Owner's Questionnaire (VOQ)
DOT Auto Safety Hotline

FOR AGENCY USE ONLY 335
Data Received: 02-MAY-2002
Office: DEFECTS INVESTIGATION
Reference No. 80068993
Work Number: [redacted]
Home Number: [redacted]

LOS ANGELOS CA
751905

OWNER INFORMATION (Type or Print)
NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
☒ YES
☐ NO
Date: 5/14/02

Signature of Owner: [redacted]
In the absence of an owner, the signature of the manufacturer is required.

Vehicle Ident. No. (VIN) (located at bottom of window on driver's side)
WWW SK6J21W69157
Vehicle Make VOLKSWAGEN
Vehicle Model JETTA
Vehicle Year 2001
Current Odometer Reading 6800

Purchase Date August 2001
New ☒ Used ☐
Dealer's Name: [redacted]
City: Covina State: CA Zip Code: 91723
Engine Size (CID/CC) 68
No Cylinders 4
Fuel Injection Turbo ☒ Diesel ☒ Gas ☒

Transmission Type Automatic ☒ Manual ☐
Antilock Brakes Restraint System: ☒ 3-Point Belt ☒ Motorbelt ☒ 2-Point Belt ☐ Passenger-side Airbag ☒ Driver-side Airbag ☒

Vehicle Type: ☒ Car ☐ Van ☐ Minivan ☐ Other ☐
☒ Truck ☐ Sport Ute ☐ Truck ☐ Motorcycle ☐ Pick Up ☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION
Component 03250000 BRAKES:HYDRAULIC:ANTI-SKID SYSTEM
Part Name(s) Location ☐ Front ☐ Left ☐ Right ☐ Rear
Failed Part(s) ☒ Original ☐ Replacement

No of Failures 1
Date(s) of Failure(s) 23-APR-2002
Mileage at Failure(s) 6700
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 Damage _____
Reported to Police ☐ Yes ☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(ES)
CONSUMER EXPERIENCED A BURNING WIRE SMELL ODOR INSIDE VEHICLE, PRIOR TO THE RECALL
#02 V 031 000. ABS LIGHT ILLUMINATED. PLEASE PROVIDE ANY FURTHER INFORMATION. JB

As told Dealer, if a recall or technical service bulletin was issued for ABS components, it was told there was no recall, though NHTSA site shows recall was announced in March. Problem with ABS system on my vehicle.

CONTINUE ON BACK IF NEEDED

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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

took place on April 23, 2002. Dealer said problem was not serious and didn't require immediate attention. However, ABS system failure eventually drained the battery, and I had to arrange for assistance from AAA to get vehicle to Dealer to fix the problem on April 27. At that point, Dealer said a recall for the ABS component had been issued, though he claimed he hadn't been informed previously.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

20590-0001



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

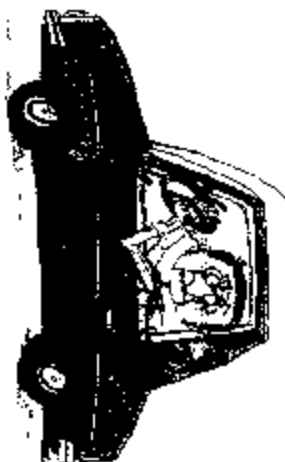
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/hotline>