



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 1367

Date Received

20-MAY-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8010179

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
3VWSA29M6YM121368		VOLKSWAGEN	JETTA	2000	
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 Util ☐ Truck ☐ Motorcycle ☐ Other _____
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10121100	Part Name(s) VISUAL SYSTEMS:GLASS:POWER WINDOW TRACKS (8/82)	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 19-MAY-2002 Mileage at Failure(s) 23400 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DRIVER'S AND PASSENGER'S SIDE POWER WINDOWS REGULATOR BROKE. WINDOW FELL INTO THE DOOR. UNABLE TO WIND THE WINDOWS UP.*AK

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.

DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 1367 Date Received: <u>20-MAY-2002</u> OFFICE DEFECTS INVESTIGATION Reference No. <u>8010179</u> Work Number <u>[REDACTED]</u> Home Number <u>[REDACTED]</u>	
OWNER INFORMATION (Type or Print) ANTIOCH TN 754910			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? in the absence of a signature, we will NOT provide your name and address to the vehicle manufacturer. Signature of Owner <u>[REDACTED]</u> ☐ YES ☒ NO Date <u>7/31/02</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 3VWSA29M6YM121368		Vehicle Make VOLKSWAGEN	Vehicle Model JETTA
		Vehicle Year 2000	Current Odometer Reading 28,600
Purchase Date 3/10/2000 ☒ New ☐ Used	Dealer's Name <u>Southwest Signature Motors</u> City <u>Murfreesboro</u> State <u>TN</u> Zip Code <u>37129</u>		Engine Size (CID/CC/L) <u>2.0L</u> No. Cylinders <u>4</u> ☐ Turbo Diesel Gas Fuel Injection
Transmission Type ☒ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
		Drive Train ☒ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☒ Car ☐ Sport Util Truck ☐ Van ☐ Motorcycle ☐ Minivan ☐ Other
		Body Style ☐ 2-Door ☒ 4-Door ☐ Station wagon ☐ Pick Up Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 10121100	Part Name(s) VISUAL SYSTEMS: GLASS: POWER WINDOW TRACKS (R/B2)		Location ☒ Left ☒ Right ☒ Front ☐ Rear
		Failed Part(s) ☒ Original ☐ Replacement	
No of Failures 2	Date(s) of Failure(s) <u>19-MAY-2002 + 4-Sept-2001</u> Mileage at Failure(s) <u>23400 + 28,400</u> Vehicle Speed at Failure(s) <u>0 mph (1st time) + 50 mph (2nd time)</u>		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 0	Number of Fatalities 0
		Estimated Property Damage 0	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
DRIVER'S AND PASSENGER'S SIDE POWER WINDOWS REGULATOR BROKE. WINDOW FELL INTO THE DOOR. UNABLE TO WIND THE WINDOWS UP.*AK <i>front</i> Car was under warranty the first time it broke (passenger window) So Volkswagen covered the cost. Volkswagen covered 75% of the cost on the 2nd occurrence (driver's window) since warranty had expired.			

CONTINUE ON BACK IF NEEDED

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**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

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