



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 241

Date Received

25-JUN-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8012616

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 door side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
PLEASE FILL IN	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 ☐ 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 10121000	Part Name(s) VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 10-JUN-2002 Mileage at Failure(s) 75000 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)

BOTH FRONT SIDE DOOR WINDOWS KEEP DOWN INSIDE THE DOORS BECAUSE OF A REGULATOR FAILURE. DEALER AND MANUFACTURER WERE NOTIFIED AT THIS TIME. PLEASE FEEL FREE TO PROVIDE ANY FURTHER INFORMATION.*AK

COPIES OF REPORTS - FREE -

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.



Vehicle Owner's Questionnaire (VOQ)

DOT Auto Safety Hotline

U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.dot.gov/hotline
1-888-327-4236
NATIONWIDE 1-888-DASH-2-DOT

OWNER INFORMATION (Type or Print)

760867

Work Number

Home Number

SPRING CREEK

NV

Do you authorize NHTSA to use the information you provide in the absence of a signature of owner? ☒ YES ☐ NO

Date _____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of driver's side)	3VWSE29M3YM180461
Vehicle Make	VOLKSWAGEN
Vehicle Model	JETTA
Vehicle Year	2000
Current Odometer Reading	75000

Purchase Date	June 2000
Dealer's Name	Lithia of Reno
City	Reno
State	NV
Zip Code	89511
Engine Size (CID/CC)	No Cylinders 4
Turbo	☒
Diesel	☒
Fuel Injection	☐

Transmission Type	☒ Manual ☐ Automatic
Antilock Brakes	☒ Yes ☐ No
Restraint System	☒ 3-Point Belt ☐ 2-Point Belt ☐ Motorized ☐ Driver's Side Airbag ☒ Passenger's Side Airbag
Cruise Control	☒ Yes ☐ No
Drive Type	☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type	☒ Car ☐ Van ☐ Minivan ☐ Other
Body Style	☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up ☐ Truck

Component	10121000
Part Name(s)	VISUAL SYSTEMS: GLASS: POWER WINDOW DOOR AND SIDE
Location	☒ Left ☒ Right ☐ Rear ☐ Front
Failed Part(s)	☒ Original ☐ Replacement

No of Failures	2
Dates of Failure(s)	10-JUN-2002
Mileage at Failure(s)	75000
Vehicle Speed at Failure(s)	
Failed Part(s)	☒ Yes ☐ No
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	
Estimated Property Damage		Number of Fatalities		Reported to Police	☐ Yes ☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BOTH FRONT SIDE DOOR WINDOWS KEEP DOWN INSIDE THE DOORS BECAUSE OF A REGULATOR FAILURE. DEALER AND MANUFACTURER WERE NOTIFIED AT THIS TIME. PLEASE FEEL FREE TO PROVIDE ANY FURTHER INFORMATION. AK

Dates windows fell into doors
Drivers side June 4, 2002
Passengers side June 10 2002

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CONTINUE ON BACK IF NEEDED

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

I have 75000 miles and a little under 2 years owning my VW. The windows on both the drivers side and passenger side fell down inside their respective doors within one week of each other. I tried to get them repaired but could not due to the large ongoing demand for the same parts. VW had so many problems with windows falling into doors that they have now produced a modification kit using metal clips instead of the defective plastic clips on the regulators so they do not have to fix the problem every two years. I feel this defect in either design or workmanship should be covered by the manufacturer. I am concerned that without this modification occupants run the risk of exposure which could result in death.

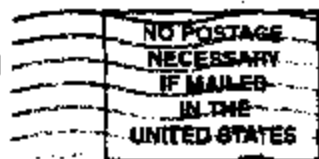
ATTACH MAILING LABELS IF NECESSARY

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

20590+0001



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

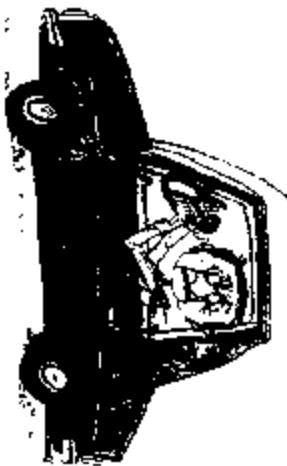
DASH2DOT

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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