



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1388

Date Received

10-OCT-2002

 Od. or
rt. dt
od. rt
up. ltr

Reference No.

8020597

OWNER INFORMATION (Type or Print)

RIVERDALE

GA

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an owner's signature, the name and address to the vehicle manufacturer.

Signature of Owner

Date 11/15/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) 23W5Q69344-11167289	Vehicle Mkt VOLKSWAGEN	Vehicle Mode JETTA	Vehicle Year 2001	Current Odometer Reading 23450
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Purchase Date 9/05/02	Dealer's Name Heritage Volkswagen	Engine Size (CID/CC/L) 2.8	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Inject
☒ New ☐ Used	City Union City	State GA	Zip Code 30

Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driveline Airbag ☒ 2-Point Belt ☐ Passengerside Airbag	Cruise Control TERRIFIED TO USE ☒ Yes ☐ No	Drive Trail ☐ Front ☐ Rear ☐ 4-Wheel ☐ ?	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Utl ☐ Truck ☐ Motorcycle ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150000	Part Name(s) ENGINE/OTHER PARTS Transmission Replaced X2 in < 1 year + continue problems	Location ☐ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original both ☐ Replacement
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No. of Failures 3 problem cont. to same symptoms prior	Date(s) of Failure(s) 10/15/02	Mileage at Failure(s) 10485	Vehicle Speed at Failure(s) 2002 @ 60 mph	Failed Part(s) Available? ☒ Yes ☐ No	NHTSA Previously ☐ Yes ☒ No
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Is the manufacturer's computer says there is a problem?

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

CONSUMER STATES THAT WHILE DRIVING AND NO WARNING THE VEHICLE JERKED AND LOST POWER. DEALER NOTIFIED. MR

This occurred while in Rush hour part of lane of traffic as it began to clear and was ex accelerating reached 60 miles an hour the jerk sounded like a loud bang with no warning in e.4 seconds while cont. ex accelerating (foot on gas) the speed 40 miles cars could be seen in the rear view mirror swirling towards me as they applied there breaks This is the 2nd

CONTINUE ON BACK IF NEEDED

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 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.

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

Time the Transmission had to be replaced in a year. What angers me more is that the Heritage Volkswagen Service Director had told me I could not take the lemon law ever since the 1st Transmission was replaced which lead me to believe they had control over the process. The Manufacturer offered me through the Service Director two Auto payments. I filed the lemon law in F.A. They should be Ashamed I refused to take the money & asked for a new one. I know of three Transmissions replaced according to a service representative & over head while at the service dept. & an additional 5 transmissions replaced. These VW's are no good. I hope this will help others. Avoid the VW Trans. I don't think people should have to die before -

Manufacturers are made to make safe cars. I hope they are making a difference now. The failing Transmissions were detected by the computer so they treated me so much better making it go.

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Administration

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

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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

**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
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