



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

24-OCT-2002

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up ltr

Reference No.

8021548

OWNER INFORMATION (Type or Print)

JAMAICA PLAIN

MA

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 authorized signature, please print your name and address to the vehicle manufacturer.

Signature of Owner

Date 12/16/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)

3VWFA11T2LM004025

Vehicle Make

VOLKSWAGEN

Vehicle Model

GOLF

Vehicle Year

1990

Current Odometer Reading

83,167

Purchase Date

7/1/02

Dealer's Name No Dealer, Private Owner

Engine Size
(CID/CC/L

No Cylinders

2 ?

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injecto
☐ New ☒ Used

City Jamaica Plain State MA Zip Code 02130

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☐ Van☐ Minivan☐ Other☐ Sport Ult☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☒ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

00330000

Part Name(s)

ELECTRICAL SYSTEM: WIRING: HARNESS: REAR COMPARTMENT

Location

☐ Left☐ Front☐ Right☒ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 18-OCT-2002

Mileage at Failure(s) 83K

Vehicle Speed at Failure(s) 15 mi/hr.

Failed Part(s)
Available?☐ Yes ☒ NoNHTSA
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

\$3,500

Reported to Police

☒ Yes☐ No

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

CONSUMER STATES THAT WHILE DRIVING AND NO WARNING THE WIRING IN THE TRUNK
CAUGHT ON FIRE AND THE CONSUMER WAS FORCE TO PULL OVER TO EXIT THE VEHICLE.
DEALER NOTIFIED TS

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 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.

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

I turned on the rear defrost for the first time since I bought the car. Immediately there was a crack and a small stream of smoke came up from the drivers side rear hatch area. Within 2 minutes the car was on fire. I had barely enough time to pull over and get my things from the front of the car before the entire rear of the car was engulfed in flames. By the time the firefighters put the fire out 3/4 of the car was completely destroyed.

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

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

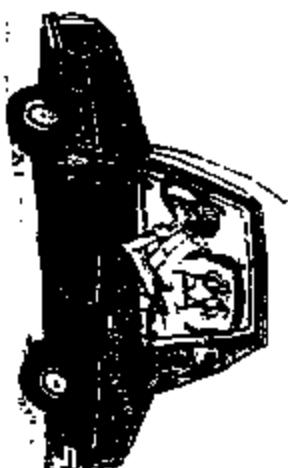
DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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