



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 1368

Date Received

30-OCT-2002

OFFICE
DEFECTS INVESTIGATION

Ord. or
rt. dt
od. rt
up. jtr

Reference No.

8021938

OWNER INFORMATION (Type or Print)

ST CHARLES

MO

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 authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of

window on driver's side)

3NWX3429M4Y4M017591
PLEASE PROVIDE

Vehicle Make

VOLKSWAGEN

Vehicle Model

JETTA

Vehicle Year

2000

Current Odometer Reading

36039

Purchase Date

9/27/1999

Dealer's Name

SUNTRUP NISSAN - Volkswagen

Engine Size
(CID/CC/L)

No Cylinders

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection

☒ New ☐ Used

City

ST. LOUIS

State

MO

Zip Code

63123

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 Utl

☐ Truck☐ Motorcycle

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
05150000

Part Name(s)

ENGINE:OTHER PARTS

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

20-001-2000 STARTED JULY 27, 2000

44000 STARTED 11977

ANY SPEED

Failed Part(s)

Available?

☐ 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

NA

Number of Fatalities

NA

Estimated Property Damage

NA

Reported to Police

☐ Yes☐ No

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

CONSUMER STATES THAT WHILE DRIVING AT ANY SPEED AND NO WARNING THE VEHICLE WILL SHUT OFF CAUSING CONSUMER TO PULL OVER. DEALER NOTIFIED. TS

*SPEED IS USUALLY ABOUT 40-60 MPH WHEN CAR DIES

BUT THERE IS NO WARNING BEFORE IT DIES.

*STEERING WHEEL DOESN'T LOCK UP WHEN CAR DIES, YET!

OVER →

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)

*CAR WILL TAKE OFF LIKE THE CRUISE CONTROL IS ON WHEN IT IS NOT AND I HAVE TO STOMP ON THE BREAKS ABOUT 5 TIMES BEFORE CAR REACTS AND STARTS DRIVING NORMAL AGAIN. THIS HAPPENS WITHOUT WARNING AT ANY SPEED!

*FIRST TIME I REPORTED THESE PROBLEMS WAS JULY 27, 2000, WITH 11,877 MILES. I HAVE BROUGHT CAR IN FOR THESE PROBLEM FOUR (4) TIMES SINCE PROBLEM STARTED. DEALER ALWAYS STATED COULD NOT FIND A PROBLEM!

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

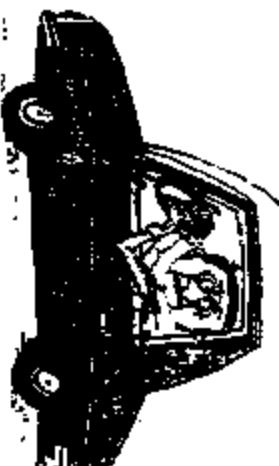
DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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<http://www.safercar.gov>