



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

1-888-327-4238

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

1399

Date Received

03 JAN 11 AM 2:12
12-NOV-2002

OFFICE
DEFECTS INVESTIGATION

Od or
rt or
br or
up or

Reference No.

8022595

OWNER INFORMATION (Type or Print)

OLYPHANT

PA

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 a signature, provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 12-12-02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of
windshield on driver's side)
WVWRAL1G5M041318
PLEASE FILL IN

Vehicle Make

Volkswagen

Vehicle Model

Jetta

Vehicle Year

1991

Current Odometer Reading

108431

Purchase Date

Dealer's Name

Engine Siz

(CID/CCA

No Cylinders

☐ Turbo

☐ Diesel

☐ Gas

☒ Fuel Injection

☐ New ☒ Used

City State Zip Code

Transmission Type

☐ Manual

☒ Automatic

Antilock Brakes

☐ Yes

☒ No

Restraint System

☒ 2-Point Belt

☐ Driverside Airbag

☐ Passengerside Airbag

☒ Motorbelt

☐ 2-Point Belt

Cruise Control

☐ Yes

☒ No

Drive Train

☒ Front

☐ Rear

☐ 4-Wheel

Vehicle Type

☒ Car

☐ Van

☐ Minivan

☐ Other

☐ Sport Utility

☐ Truck

☐ Motorcycle

Body Style

☐ 2-Door

☒ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
01100000

Part Name(s)

STEERING:WHEEL AND COLUMN

Location

☐ Left

☐ Front

☐ Right

☐ Rear

Failed Part(s)

☒ Original

☐ Replacement

No of Failures

Date(s) of Failure(s) 12-NOV-2001

Mileage at Failure(s) 103000

Vehicle Speed at Failure(s) 45-55

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

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes

☐ No

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

CONSUMER NOTICED WHEN IS WET THE STEERING COLUMN CAN'T STEERING PROPERLY, MAKING HARD TO DRIVE. DEALER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATION. MR

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 WAS Informed by my local dealer. That There IS A protective shield Available At a Parts & labor charge. I FEEL The manufacturer should be liable and made to install this shield on the vehicles they know have the problem At no charge. If the manufacturer thought there was no problem of defect they would not take the time to make this protective shield. By doing so they Admit to the problem. I feel the NHTSA should make The manufacturer correct this problem At no charge to the vehicle owner. I feel this is A very serious safety hazard and can definitely cause A serious crash

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.

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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

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.gov>

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DOCUMENT HAVE BEEN REMOVED
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).**