

U.S. Department
of TransportationNational 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 156

Date Received

24-JAN-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

855447

 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) (Listed at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3VWSC29MXYM060276	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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
--	---	---	--	--	--	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12111200 12111300 12240000	Part Name(s) INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT INTERIOR SYSTEMS: ACTIVE RESTRAINTS: BELT RETRACTORS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 10-DEC-1999 Mileage at Failure(s) 2 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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)

WHILE DRIVING 40 MPH VEHICLE HAD A FRONTAL IMPACT WITH A PARKED VEHICLE, AND DRIVER'S/PASSENGER'S AIRBAGS DID NOT DEPLOY, WHICH DID NOT PROTECT THE OCCUPANT IN THIS CRASH. ALSO, THE SEATBELT DID NOT RETRACT, CAUSING DRIVER TO FLY INTO THE STEERING WHEEL AND SUSTAIN INJURIES. DEALER DID INSPECT THE VEHICLE, AND DETERMINED NO PROBLEM WITH AIRBAG SYSTEM AND SEATBELT. PLEASE PROVIDE FURTHER INFORMATION. ^AK

CONTINUED ON BACK (REVERSE)

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.

U.S. Department
of TransportationNational 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

156

Date Received

24 JAN 2000

DEFECTS INVESTIGATION

Order

or

rt. di

APR 9: 04

up. hr

OFFICE

855447

Work Number

Home Number

OWNER INFORMATION (Type or Print)

86314

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.☒ YES☐ NO

Signature of Owner

Date 3/12/00

VEHICLE INFORMATION

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

3VWSC29MXYM060276

Vehicle Make

VOLKSWAGEN

Vehicle Model

JETTA

Vehicle Year

2000

Current Odometer Reading

Purchase Date

Dealer's Name BOB LEWIS VW

City SAN JOSE State CA Zip Code

Engine Size
(CID/CC/L)

No Cylinders 4

☐ Turbo
☐ Diesel
☒ Gas
☒ Fuel Injection

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes

Restraint System

☒ 3-Point Belt☐ Motorbelt☒ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag

Cruise Control

☒ Yes

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Util☐ Truck☐ Motorcycle

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

12111200
12111300
12240000

Part Name(s)

INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT A
INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT A
INTERIOR SYSTEMS: ACTIVE RESTRAINTS: BELT RETRACTORS

Location

☒ Left
☒ Front☐ Right
☐ Rear

Failed Part(s)

☒ Original
☐ Replacement

No. of Failures

Date(s) of Failure(s) 10-DEC-1999

Mileage at Failure(s) 200

Vehicle Speed at Failure(s) 30 MPH

Failed Part(s)
Available?☐ Yes ☐ NoNHTSA Previously
Contacted?☐ 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

1

Number of Fatalities

0

Estimated Property Damage

APPROX. 23,000.

TOTALLED

Reported to Police

☒ Yes ☐ No

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

WHILE DRIVING 35 MPH VEHICLE HAD A FRONTAL IMPACT WITH A PARKED VEHICLE, AND DRIVER'S/PASSENGER'S AIRBAGS DID NOT DEPLOY, WHICH DID NOT PROTECT THE OCCUPANT IN THIS CRASH. ALSO, THE SEATBELT DID NOT RETRACT, CAUSING DRIVER TO FLY INTO THE STEERING WHEEL AND SUSTAIN INJURIES. DEALER DID INSPECT THE VEHICLE, AND DETERMINED NO PROBLEM WITH AIRBAG SYSTEM AND SEATBELT. PLEASE PROVIDE FURTHER INFORMATION. *AK Received copy of report from VW, very erroneous information. Have heard from several attorneys that the tech. who inspected the vehicle is well known for lying about damage, or lack thereof.

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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

Complete front end damage. Vehicle totaled by ins. Co. All EMS personnel on scene were surprised to see that the airbag did not deploy. Had to have flown forward approx. 2 ft. to hit steering wheel (I sit a full arms length away - need to stretch out while driving). I am a very strong boned person & hearty, have only had a minor cracked bone once when I was a child. I had to hit the steering wheel very hard to break my sternum. Sternum was broken laterally just above the top of the breasts. This is a very strong part of the bone & had to be very difficult to break. Was told by product liability officers @ VW that "I have to hit a brick wall @ 50 MPH to get the airbags to go off". Was also told that the airbag sensors have been moved to behind the firewall. In this model, engine has to break loose and make contact in order for airbags to go off.

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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES