

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 118

Date Received

07-FEB-2000

Oid\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_ltr \_\_\_\_\_

Reference No.

856394

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) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WVWCA0156KK018546	VOLKSWAGEN	CABRIOLET	1989	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

## FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06113000	Part Name(s) FUEL:FUEL TANK ASSEMBLY:TANK	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 57000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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## APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

RECALL # 94V065000: FUEL TANK: TANK: AFTER THE RECALL WORK WAS PERFORMED, THE GAS TANK STARTED TO LEAK. DEALER STATED TO CONSUMER THAT HE WOULD HAVE TO PAY \$700.00 DOLLARS TO REPLACE THE FUEL PUMP AND ACCUMULATOR. CONSUMER DID NOT HAVE A PROBLEM WITH FUEL TANK BEFORE RECALL WORK WAS COMPLETED. PLEASE PROVIDE ANY FURTHER INFORMATION. \*AK

CONTINUED ON BACK PLEASE

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.

<p style="text-align: center;"><b>DOT Auto Safety Hotline</b></p> <p style="text-align: center;"><b>Vehicle Owner's Questionnaire (VOQ)</b></p> <p style="text-align: center;">NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p> <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p style="text-align: center;"><b>FOR AGENCY USE ONLY</b>      118</p> <p>Date Received: <b>00 FEB 24 AM 8:07</b></p> <p style="text-align: center;"><b>OFFICE OF DEFECTS INVESTIGATION</b></p> <p>Od_or _____ #_qt _____ od_rt _____ up_ltr _____</p> <p>Reference No. <b>856394</b></p> <p>Work Number _____ Home Number _____</p>
<b>OWNER INFORMATION (Type or Print)</b>	
[REDACTED]	<b>588832</b>

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.) <small>(Located at bottom of door)</small> <b>WVWCA0156KK018546</b>	Vehicle Make <b>VOLKSWAGEN</b>	Vehicle Model <b>CABRIOLET</b>	Vehicle Year <b>1989</b>	Current Odometer Reading
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____		No Cylinders _____	<input type="checkbox"/> Diesel
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train
<input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type		Body Style		
<input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other		<input type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle		
		<input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other		

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component <b>04113000</b>	Part Name(s) <b>FUEL:FUEL TANK ASSEMBLY:TANK</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) <b>57000</b> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

**RECALL # 94V065000: FUEL TANK: TANK. AFTER THE RECALL WORK WAS PERFORMED, THE GAS TANK STARTED TO LEAK. DEALER STATED TO CONSUMER THAT HE WOULD HAVE TO PAY \$700.00 DOLLARS TO REPLACE THE FUEL PUMP AND ACCUMULATOR. CONSUMER DID NOT HAVE A PROBLEM WITH FUEL TANK BEFORE RECALL WORK WAS COMPLETED. PLEASE PROVIDE ANY FURTHER INFORMATION. \*AK**

CONTINUE ON BACK IF NEEDED

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CUSTOMER NO. 67477	ADVISOR JERRY L. KIMBROUGH 4670	CARD NO.	INVOICE DATE 12/21/99	INVOICE NO. VWCS153559
	LABOR RATE 70.00	LICENSE NO. 882FZP	RELEASE 37339	COLOR WHITE/
	YEAR / MAKE / MODEL 89/VOLKSWAGEN/CABRIOLET		DELIVERY DATE 06/05/89	STOCK NO.
	VEHICLE ID. NO. WV0CA0136KK018548		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/20/99	PRODUCTION DATE

LABOR & PARTS				HOURS: 3.10 TECH(S):6860		WARRANTY	
JOB # 1 20VWZ		FUEL SUPPLY					
		RS CAMPAIGN S.G.P.					
		RS 15					
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY	
JOB # 1	1	PKTB	RECALL			WARRANTY	
JOB # 1	1	N-905-618-01	CLIP			WARRANTY	
JOB # 1	2	N-024-507-7	CLIP			WARRANTY	
JOB # 1	2	N-024-122-2	CLIP			WARRANTY	
JOB # 1	1	H-200-201	CLEANING			WARRANTY	
JOB # 1	1	D-003-500	SEALER			WARRANTY	
JOB # 1	1	171-201-969	MUT			WARRANTY	
JOB # 1	1	155-298-121	FELT KIT			WARRANTY	
JOB # 1	1	155-201-753	CHECKVALVE			WARRANTY	
JOB # 1	1	155-201-281	HEATSHIELD			WARRANTY	
JOB # 1	1	155-201-075-C	FUEL TANK			WARRANTY	
JOB # 1	1	B-000-700-A1	BRAKEFLUID			WARRANTY	
JOB # 1	2	N-024-528-1	CLAMP			WARRANTY	
JOB # 1	1	533-201-511-A	FUELFILTER			WARRANTY	
				JOB # 1 TOTAL PARTS		0.00	
				JOB # 1 TOTAL LABOR & PARTS		0.00	

COMMENTS  
WHITE CABRIOLET

TOTALS

YOU MAY RECEIVE A PHONE CALL FROM VWOA !!!	TOTAL LABOR....	0.00
IF FOR ANY REASON YOU FEEL YOU CANNOT RATE	TOTAL PARTS....	0.00
OUR SERVICE YES AND 5, PLEASE CONTACT US!	TOTAL SUBLET...	0.00
5 DOES NOT MEAN WE ARE PERFECT, BUT THAT	TOTAL S.G.O.G....	0.00
BUT THAT WE DID OUR JOB WELL AND SERVED	TOTAL MISC CHG.	0.00
YOU PROFESSIONALLY	TOTAL MISC DISC	0.00
THANK YOU !!!	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

To Whom It May Concern:

I had no problem with my 1989 Volkswagen gas tank, fuel pump, or accumulator until after the vehicle recall work was done by Jim Ellis Volkswagen Chevrolet. Now the car is leaking gas. With this condition, I am still driving the car.

Sirus Raee  
2/16/00

