

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 117

Date Received

01-MAR-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

857714

 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 front of windshield on drivers side) WVWRA21G1LW526747		Vehicle Make VOLKSWAGEN	Vehicle Model JETTA	Vehicle Year 1990	Current Odometer Reading
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 06131000	Part Name(s) FUEL:FUEL LINES:METALLIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

RECEIVED NOTICE 92V058001/ FUEL LINE: METALLIC AND CONTACTED DEALERSHIP. WAS INFORMED THAT PARTS WERE NOT AVAILABLE, AND WERE ON NATIONAL BACK ORDER. CONTACTED ANOTHER DEALERSHIP WHO HAD PARTS & VEHICLE WAS REPAIRED. *AK

CONTINUED ON BACK (RELEAS)

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOC) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONALWIDE 1-888-DASH-2-DOY 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 117 Date Received <u>PH 12-03</u> <u>01-MAR-2000</u> Reference No. <u>857714</u> Work Number <u>[REDACTED]</u> Home Number <u>[REDACTED]</u>	
OWNER INFORMATION (Type or Print) Signature of Owner _____		DEFECTS INVESTIGATION 593173 Date <u>3/22/2000</u>	
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.			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom or windshield on driver's side) WVWRA21G1LW526747	Vehicle Make VOLKSWAGEN	Vehicle Model JETTA	Vehicle Year 1990
Current Odometer Reading 120,800		Purchase Date 12/98	
Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) <u>1.8L</u> No Cylinders <u>4</u> ☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection	
Transmission Type ☒ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☒ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Sport UT ☐ 2-Door ☐ Van ☐ Truck ☒ 4-Door ☐ Minivan ☐ Motorcycle ☐ Stationwagon ☐ Other ☐ Pick Up Truck ☐ Other		Body Style
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 08131900	Part Name(s) FUEL:FUEL LINES:METALLIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures Date(s) of Failure(s) <u>starting 9/99</u> Mileage at Failure(s) <u>app. 118,000</u> Vehicle Speed at Failure(s) <u>accelerating</u>	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 Facilities _____
Estimated Property Damage _____		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
RECEIVED NOTICE 92V058001/ FUEL LINE: METALLIC AND CONTACTED DEALERSHIP. WAS INFORMED THAT PARTS WERE NOT AVAILABLE, AND WERE ON NATIONAL BACK ORDER. CONTACTED ANOTHER DEALERSHIP WHO HAD PARTS & VEHICLE WAS REPAIRED. *AK The other dealership was located 2 hrs. away and used a part that had been reserved for another (more local) customer. Other than that the part was also on backorder at this dealership. I don't understand how you can publish a recall and not have the parts available to handle the early anticipated demand. (over)			
CONTINUE ON BACK IF NEEDED			
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