

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

151

Date Received

01-SEP-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

869340

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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	VOLKSWAGEN	BEETLE	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorcyclist ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06420000	Part Name(s) FUEL THROTTLE LINKAGE/ACCELERATOR/RIGID	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

WHILE DRIVING AT 20MPH AND APPLYING THE BRAKES, THE VEHICLE'S ACCELERATOR PEDAL
 PRESSED DOWN BY IT'S SELF CAUSING THE VEHICLE TO SPEED. VEHICLES SLOWED ON IT'S OWN.
 DLR HAS NOT SEEN.

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 151 RECEIVED Date Received: 00 OCT 12 AM 01-SEP-2000 OFFICE DEFECTS INVESTIGATION Date: 9 JUL 00	
OWNER INFORMATION (Type or Print) 		Od. or In. duc Od. it up. ltr Reference No. 869340	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a signature, name and address to the vehicle manufacturer.		YES ☒ NO ☐ Signature of Owner: Date: 9 JUL 00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
3VWCA21C0Y M459201	VOLKSWAGEN	SEATTLE	2000
Purchase Date: 3/00	Dealer's Name: Esserman Volkswagen	Engine Size (CID/CC/L): 4	Current Odometer Reading: 6,500
☒ New ☐ Used	City: Miami State: FL Zip Code: 33055	No. Cylinders: 4	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
Transmission Type: ☒ 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 Utl ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	Body Style: ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component: 06410000	Part Name(s): FUEL THROTTLE LINKAGES AND CONTROL PEDAL	Location: ☐ Left Front ☐ Right Rear	Failed Part(s): ☒ Original ☐ Replacement
No. of Failures: 1	Date(s) of Failure(s): 20-30 mph	Mileage at Failure(s):	Vehicle Speed at Failure(s):
Failed Part(s): ☐ 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: n/a	Number of Fatalities: n/a
Estimated Property Damage: \$350.00		Reported to Police: ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING AT 20MPH AND APPLYING BRAKES, ACCELERATOR PEDAL PRESSED DOWN BY ITS SELF, CAUSING VEHICLE TO SPEED. VEHICLES SLOWED ON ITS OWN. DEALER HAS NOT SEEN VEHICLE. "AK While driving at 20-30 mph and applying brakes, car accelerated on its own, gaining speed. It seemed as though the cruise control kicked in on its own. Remembering the last speed set (used 4 months prior to), driver forced to run over curb to avoid collision with other cars straight ahead.			
CONTINUE ON BACK IF NEEDED			
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U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

Official Business
Penalty for Private Use \$300

400 Seventh St., S.W.
Washington, D.C. 20590

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



* U.S. GPO: 1985-500-007/10000

stopped for light. Vehicle then slowed on own
Dealer seen. Said no discrepancies in system
showed. Customer had to pay for new oil
pan & labor. (Gasket Ruined when customer
was forced to go over curb.) Customer
service manager at dealership said he
had contacted Volkswagen who said they
had not heard of this problem before.

Fold to show Return Address (no stamp needed) Fasten with tape or staples and mail.									
INFORMATION ON THE FAILURE(S) (IF APPLICABLE)									
THE IDENTIFICATION NO.									
0 0 1									
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)									

ESSEMAN VOLKSWAGON
16725 NW 57TH AVENUE
MIAMI, FL 33055
305-626-2600
275161207889

TERM ID:
12190027516120788901
0002

WED, SEP 06, 2000 01:38P

*** CREDIT CARD ***

CARD NO:
4120083677386743
EXP DATE: 0200
CARD TYPE: 01
TR TYPE: SALE
APPR CODE: 475282
RECORD NO: 001
TRANS ID:
000250637887473
VALIDATION: 4BJ5

TOTAL:

PLEASE COME AGAIN!

ESSERMAN

16725 N.W. 57TH AVE. • MIAMI, FL 33055



SERVICE (305) 626-2650 • MAIN (305) 626-2600

CUSTOMER NO. 10170	ADVISOR PABLO MATA	Q3D	TRANS NO. 214	SALES DATE 09/08/00	INVOICE NO. VWCS80654
	LABOR RATE	LICENSE NO.	MESSAGE 6816	COLOR DK BLUE/GRM	STOCK NO. B453291
	PLANT MAKE - MODEL 00/VOLKSWAGEN/BEETLE/2DR GLS AUTO			DELIVERY DATE 02/08/00	DELIVERY MILES 53
	VEHICLE ID NO. 3VWCA21C0YM458291			SELLING DEALER NO.	PRODCN DATE
	P.T.E. NO.	P.D. NO.		R.O. DATE 08/01/00	
	CONVENIENCE				

LABOR & PARTS-----
 # 1 11VWZ ENGINE MINOR-VW TECH(S):007 WARRANTY
 GAS PEDAL IS STUCK AT TIMES
 CK GAS PEDAL AND CABLE, NO PROBLEM FOUND. CK SYSTEM NO
 FAILURE CODES FOUND. ROAD TEST CAR NO PROBLEM FOUND.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

2 11VWZ01 ENG CONCERN MINOR-VW TECH(S):007 144.00
 OIL LEAK
 FOUND OIL PAN DAMAGED. SPOKE TO RUSS AT VW WAS ADVISED NOT
 E

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 2 1 D-176-404-A2 SEALANT 26.03 26.03
 JOB # 2 1 038-103-601-NA OIL PAN 109.57 109.57
 JOB # 2 1 N-013-849-2 WASHER 0.56 0.56
 JOB # 2 1 034-115-561-A OIL FILTER 13.42 13.42
 JOB # 2 4 HD40 OIL 3.33 13.32
 JOB # 2 TOTAL PARTS 162.90
 JOB # 2 TOTAL LABOR & PARTS 306.90

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A A1 NISSAN SHOP SUPPLIES 9.95
 TOTAL - MISC 9.95

COMMENTS-----
 DELETED OPERATION(S)-----
 #1VWZ WHEELS/TIRES-VW

TOTALS-----

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER EXPRESS [] OTHER [] CHARGE *

 TOTAL LABOR.... 144.00
 TOTAL PARTS.... 162.90
 TOTAL SUBT.... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 9.95
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 20.59
 TOTAL INVOICE \$ 337.44

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE