

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

07-SEP-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

869869

 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) 3VWWA81HOTM120504	Vehicle Make VOLKSWAGEN	Vehicle Model JETTA	Vehicle Year 1997	Current Odometer Reading
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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 _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08100000	Part Name(s) ELECTRICAL SYSTEM: BATTERY	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 2	Date(s) of Failure(s) 29-OCT-1998 Mileage at Failure(s) 25 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)

WHILE TURNING THE KEY TO START VEHICLE, BATTERY EXPLODED, CAUSING ACID TO GO INTO ENGINE COMPARTMENT AND DENT THE HOOD. VOLKSWAGEN REPLACED BATTERY WITH ANOTHER VOLKSWAGEN BATTERY. ALSO, SEPT, 1, 2000, WITH 45,000 BATTERY EXPLODED AGAIN IN THE SAME MATTER. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUED ON BACK (SEE)

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) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 156 Date Received <u>07-SEP-2000</u> Office <u>DEFECTS INVESTIGATION</u> Od_or <u> </u> Cr_dt <u> </u> Od_rt <u> </u> Up_itr <u> </u> Reference No. <u>889869</u> Work Number <u> </u> Home Number <u> </u>	
OWNER INFORMATION (Type or Print) [Redacted] <u>635348</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. Signature of Owner <u>[Redacted]</u> Date <u>9/30/00</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) <u>3VWVA81HOTM1Z6504</u> (Located on bulkhead or windshield on driver's side)		Vehicle Make <u>VOLKSWAGEN</u> Vehicle Model <u>JETTA</u> Vehicle Year <u>1997-1996</u> Current Odometer Reading <u>46,000</u>	
Purchase Date <u> </u> ☐ New ☒ Used		Dealer's Name <u> </u> City <u> </u> State <u> </u> Zip Code <u> </u> Engine Size (CID/CC/L) <u>2.6</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 Util ☐ 2-Door ☐ Van ☐ Truck ☐ 4-Door ☐ Minivan ☐ Motorcycle ☐ Station wagon ☐ Other ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>08100000</u> Part Name(s) <u>ELECTRICAL SYSTEM: BATTERY</u>		Location ☐ Left ☐ Right ☐ Front ☐ Rear Failed Part(s) ☒ Original (1st) ☒ Replacer (2nd)	
No. of Failures <u>2</u>		Date(s) of Failure(s) <u>29-OCT-1998 / 01-SEP-2000</u> Mileage at Failure(s) <u>25,000 / 45,000</u> Vehicle Speed at Failure(s) <u> </u>	
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 <u> </u>		Number of Fatalities <u> </u>	
Estimated Property Damage <u> </u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE TURNING THE KEY TO START VEHICLE, BATTERY EXPLODED, CAUSING ACID TO GO INTO ENGINE COMPARTMENT AND DENT THE HOOD. VOLKSWAGEN REPLACED BATTERY WITH ANOTHER VOLKSWAGEN BATTERY. ALSO, SEPT. 1, 2000, WITH 45,000 BATTERY EXPLODED AGAIN IN THE SAME MANNER. PLEASE PROVIDE FURTHER INFORMATION. VW HAS TAKEN NO RESPONSIBILITY FOR THE EXPLOSIONS. THEY CLAIM THAT NOTHING IS WRONG WITH THE VEHICLE AND EVERYTHING CHECKS OUT WITHIN SPECIFICATIONS DESPITE THE EXPLOSIONS.			
CONTINUE OVERBACK IF NEEDED			
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