



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 284

Date Received

17-NOV-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

875140

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 windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3VWCC21C8XM418514	VOLKSWAGEN	NEW BEETLE	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<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 type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Motorized <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 Utility Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
05150000 08000000 06113000	ENGINE: OTHER PARTS ELECTRICAL SYSTEM FUEL:FUEL TANK ASSEMBLY:TANK	<input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ 20 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

AT VARIOUS SPEEDS VEHICLE WILL STALL OUT AND DIE WITHOUT WARNING. DEALER HAS REPAIRED ELECTRICAL SYSTEM, AND FUEL TANK. BUT, PROBLEM STILL EXISTS.

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.

 <p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p>FOR AGENCY USE ONLY 284</p> <p>Date Received: NOV 17 PM 6:28 17-NOV-2000 OFFICE DEFECTS INVESTIGATION</p> <p>Ref. No. 875140</p> <p>Work Number: [REDACTED] Home Number: [REDACTED]</p>
<p>OWNER INFORMATION (Type or Print)</p> <p>[REDACTED] 656104</p>	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an authorized signature, your name and address to the vehicle manufacturer.

Signature of Owner: [REDACTED] Date: **1/4/01**

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small> 3VWCC21C8XM418514	Vehicle Make VOLKSWAGEN	Vehicle Model NEW BEETLE	Vehicle Year 1999	Current Odometer Reading
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Purchase Date 12/24/99	Dealer's Name MAYER VW	Engine Size (CID/CC/L) 4	<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 MAMACONECK State NY Zip Code	No Cylinders	

Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ut <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	Body Style <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
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150000 08000000 06113000	Part Name(s) ENGINE: OTHER PARTS ELECTRICAL SYSTEM 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 checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
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No of Failures 3	Date(s) of Failure(s) 17-NOV-2000	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Mileage at Failure(s) 20	Vehicle Speed at Failure(s)		

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 0	Number of Fatalities 0	Estimated Property Damage 0	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)

AT VARIOUS SPEEDS VEHICLE WILL STALL OUT AND DIE WITHOUT WARNING. DEALER HAS REPAIRED ELECTRICAL SYSTEM, AND FUEL TANK. BUT, PROBLEM STILL EXISTS.
NO FURTHER OCCURRENCE SINCE ^{IN LAST 3 WEEKS} FUEL TANK REPAIR WHEN CITY LINE VW HAD CAR FOR 28 DAYS. ONLY 5 DAYS OF CAR RENTAL RECEIVED BY VW CAR IS OUT OF WARRANTY NOW AS OF 12/25/00. CAR ALSO HAS A HISTORY OF ^{UNKNOWN ORIGIN} OIL LEAK. SEE ATTACHED CORRESP.

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4353 BRONX BLVD.
 BRONX, NEW YORK 10466
 Tel. (718) 324-8700
 Fax: (718) 324-8934

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR & PARTS 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.
 ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY
 IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH
 THE SALE OF SAID PRODUCTS

CUSTOMER SIGNATURE X _____

15240

DOUG 1080 390

03/07/00

YWCS26268

75.00 Y260DK 15036

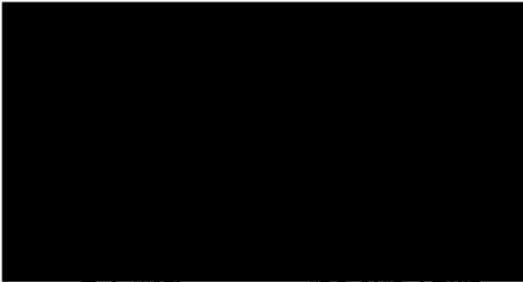
BLACK/

88/VOLKSWAGEN/NEW BEETLE/2DR

3YWCC21C8XM418514

03/08/00

MO: 15037



BY 1 10112

WORK SIDE ENGINE
 CUSTOMER STATES OIL LEAK
 FOUND OIL ALL OVER BOTTOM OF ENGINE... RAN ENGINE FOR 15 MIN
 UTES... COULD NOT SEE LEAK... WASH ENGINE... DRIVE FOR 7 MILES
 PUT VEHICLE BACK ON LIFT... NO SIGN OF LEAKS... OVER THE COURSE
 OF THE NEXT 24 HRS... CHECKED VEHICLE 3 MORE TIMES...
 NO SIGN OF LEAKS
 NO WORK PERFORMED AT THIS TIME

HOURS: TECH(S):1080 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS-----

THANK YOU FOR SERVICING YOUR CAR AT CITYLINE. PLEASE CONTACT
 US IF YOU ARE ANYTHING LESS THAN 100% SATISFIED WITH YOUR
 EXPERIENCE HERE AT CITYLINE.
 "If you're happy tell your friends, If not tell us!"

TOTAL LABOR..... 0.00
 TOTAL PARTS..... 0.00
 TOTAL SUBLET..... 0.00
 TOTAL G.O.G..... 0.00
 TOTAL MISC CHG..... 0.00
 TOTAL MISC DISC..... 0.00
 TOTAL TAX..... 0.00

METHOD OF PAYMENT ()

TOTAL INVOICE \$ 0.00

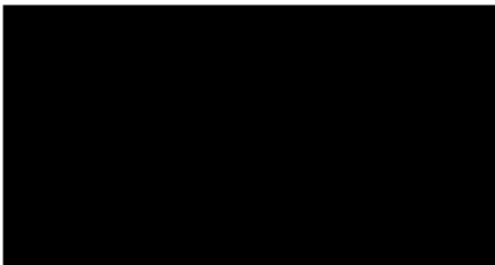
 CUSTOMER SIGNATURE

CO-00700 1/94



4853 BRONX BLVD.
BRONX, NEW YORK 10466
Tel. (718) 324-8700
Fax: (718) 324-8934

A LIMITED WARRANTY. LABOR & PARTS 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.
WE BY ARE THOSE MADE BY THE MANUFACTURER, THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED INCLUDING ANY
FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH



DOUG 1080 773 09/06/00 VWCS30095
75.00 Y260DK 19328 BLACK/
89/VOLKSWAGEN/NEW BEETLE/2DR
3VWCC21C8XM418514
08/31/00
MO: 19327

J# 1 10WZ BASE CODE ENGINE HOURS: 2.60 TECH(S):9296
CUSTOMER STATES ENGINE STALLS PERFORM 9051... V.W. DIAGNOSTIC... FOUND FAULT CODE FOR SHORTED WIRES
TRACE... LOCATE AND REPAIR WIRES... BEHIND FUSE BOX... REMOVE AND REPLACE ALL RELATED PARTS
WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	3	N-102-615-07	FUSE		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 03VWZ BASE CODE MAINT. HOURS: 1.65 TECH(S):9296
CUSTOMER STATES PERFORM 20 K SERVICE PREVENTIVE MAINTENANCE
PERFORM 20 K SERVICE
WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	1J0-129-620	AIR FILTER		
JOB # 2	1	06A-115-561-B	OIL FILTER		
JOB # 2	1	N-013-849-2	WASHER		
JOB # 2	4	ZVP-000-300	ENGINE OIL		
JOB # 2	1	ZVP-000-600	TOP FLUID		
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3+13VWZ BASE CODE SUBLET HOURS: TECH(S):1080
CUSTOMER STATES SUPPLY RENTAL WHILE VEHICLE DOWN FOR REPAIR VEHICLE DOWN... CHRIS CLEBBA FROM V.W.O.A. AUTHORIZED
RENTAL BEFORE VEHICLE DIAGNOSED 1248-475-4098
SUPPLIED RENTAL
WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3					
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00



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CUSTOMER SIGNATURE X _____

CUSTOMER NO. 15240	ADVISOR BRIAN REDMAN 4286	TAG NO. 273	INVOICE DATE 09/27/98	INVOICE NO. VWCS23111
[REDACTED]	LABOR RATE 75.00	LICENSE NO. Y2600K	RELEASE 9336	COLOR BLACK/
	YEAR / MAKE / MODEL 89/VOLKSWAGEN/NEW BEETLE/2DR	DELIVERY DATE		DELIVERY MILES
	VEHICLE ID. NO. 3VWE021C8XM418514	SELLING DEALER NO.		PRODUCTION DATE
	F. I. C. NO.	P. O. NO.	R. O. DATE 09/27/98	
	CONVEYOR'S			

LABOR & PARTS
JOB # 1 03VWZZ/10K TO 000 SERVICE HOURS: 0.80 TECH(S): 9296 WARRANTY
CUST REQ 20 000 MILE SERVICE
SCREENED MAINTENANCE
PERFORMED SERVICE AS REQUESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	DGA-115-561	OIL FILTER		WARRANTY
JOB # 1	1	N-013-849-2	WASHER		WARRANTY
JOB # 1	1	ZVW-177-901	MW SOLVENT		WARRANTY
JOB # 1	5	ZVP-000-300	ENGINE OIL		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 60VWZ BASE CODE HOURS: 0.85 TECH(S): 9296 WARRANTY
CUSTOMER STATES AIR BAG LIGHT IS ON
CHECK SYSTEM WITH 1551 FOUND CODE FOR AIR BAG IGNITER
DRIVER SIDE RESISTANCE VALUE TOO LARGE, CHECK AND FOUND
LOOSE CONNECTOR FOR DRIVER AIR BAG
SECURE LOOSE CONNECTOR CLEAR CODES RECHECK SYSTEM.....OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # 3 70VWZ BASE CODE DASH/SEAT HOURS: 0.95 TECH(S): 9296 WARRANTY
CUSTOMER STATES PASSENGER SEAT WON'T MOVE UP OR DOWN
REMOVE SEAT AND REPAIR HANDEL AND CABLE ASSY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

JOB # 4 55VWZ BASE CODE HOOD/LID HOURS: 0.56 TECH(S): 9296 WARRANTY
CUSTOMER STATES TRUNK IS VERY HARD TO CLOSE
ADJUST UPPER AND LOWER TRUNK LOCK ASSY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

CC 148730 (1/98)



435R BRONX BLVD.
BRONX, NEW YORK 10466
Tel: (718) 324-6700
Fax: (718) 324-8934

IF REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR & PARTS: 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.
WARRANTY FOR THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. WE SHALL NOT BE RESPONSIBLE FOR ANY WARRANTIES EITHER IMPLIED OR WRITTEN, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND THE LIKE. WE ASSUME NO LIABILITY FOR ANY OTHER REASON TO ASSUME FOR IT ANY (1) IN CONNECTION WITH SALE OF ANY PRODUCTS.

CUSTOMER SIGNATURE X

CUSTOMER NO. 240	ADVISOR DOUG	DATE NO. 1488	INVOICE DATE 11/18/00	INVOICE NO. VWCS31092
	ADDRESS 75.00	TECHNICIAN Y2601K	COLOR BLACK	STOCK NO.
	YEAR MAKE MODEL 88VOLKSWAGEN NEW BEETLE/2DR	DATE 2074	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 3VWLC21288M418514		DELIVER DEALER NO.	PRODUCTION DATE
	PLANT NO.		R.O. DATE 11/30/00	
	COMMENTS			

NO: 26742

11/27/02

BASE TIME: 4.70 TECH: S.H. 2834
CUSTOMER STATES STALLED, NO START
PERFORM BUST, V.V. DIAGNOSTIC, FOUND NO CODES BUT VEHICLE
WILL NOT START, CHECK ALL RELAYS AND CONNECTIONS, NORMAL
PERFORM FUEL PRESSURE TEST, NO FUEL PRESSURE, REMOVE INSPE
CTION COVER AND CHECK VOLTAGE, NORMAL, CHECK FUEL PUMP
FOUND NO FUEL FROM PUMP, VEHICLE OUT OF FUEL, SHOWS 1/2
TANK, CHECK CONNECTIONS AND VOLTAGE AT CLUSTER, NORMAL
REMOVE FUEL TANK, FOUND FAULTY CONNECTOR TO SENSOR
REPAIR CONNECTION, REPLACE TANK AND PUT \$5.00 FUEL
GAUGE DROPPED FROM 1/2 TO BELOW 1/2 TANK, PERFORM EXTEN
SIVE ROADTEST, FUEL GAUGE DROPPED NORMALLY

WARRANTY

JOB # TOTAL LABOR & PARTS \$1.00

TOTALS

THANK YOU FOR SERVICING YOUR CAR AT CITYLINE. PLEASE CONTACT
US IF YOU ARE ANYTHING LESS THAN 100% SATISFIED WITH YOUR
EXPERIENCE HERE AT CITYLINE.
If you're happy tell your friends. If not tell us!

TOTAL LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBLET 0.00
TOTAL G.D.C. 0.00
TOTAL MISC. CHG. 0.00
TOTAL MISC. DISC. 0.00
TOTAL TAX 0.00
TOTAL SERVICE \$ 0.00

METHOD OF PAYMENT :

CUSTOMER SIGNATURE

Cap

Corporate Headquarters
Volkswagen of America
3800 Hamlin Road
Auburn Hills, MI
48326