



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

117

Date Received

12-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

880327

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3YVRA29M1YM064592	VOLKSWAGEN	JETTA	2000	

Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
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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 ☐ 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 05450000	Part Name(s) ENGINE:OTHER PARTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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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
	26-AUG-2000 10		

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)

WHENEVER DRIVING ENGINE WOULD BURN AN EXCESSIVE AMOUNT OF OIL. HAVE TAKEN VEHICLE AT LEAST 2 TIMES TO DEALERSHIP, AND MECHANIC INDICATED THAT OIL BURNING WAS PERFECTLY NORMAL FOR JETTA. NO REPAIRS WERE DONE TO CORRECT PROBLEM.*AK

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.

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

FEB 23 PM 2:50
12-FEB-2001
OFFICE
DEFECTS INVESTIGATIONOd or
rt dt
od rt
up hr

Reference No.

880327

OWNER INFORMATION (Type or Print)

673992

Work Number

Home Number

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

Signature of Owner

Date 2/23/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of
windshield on driver's side)

3VWRA29M1YM064592

Vehicle Make

VOLKSWAGEN

Vehicle Model

JETTA

Vehicle Year

2000

Current Odometer Reading

11,800

Purchase Date

6-00

Dealer's Name Dean Team of Ballwin

Engine Size
(CID/CC/L)

No Cylinders 4

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection☒ New ☐ Used

City Ballwin State MO Zip Code

Transmission Type

☒ Manual

Antilock Brakes

☒ Yes

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☐ Van☐ Minivan☐ Other

Sport Util

☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

05150080

Part Name(s)

ENGINE:OTHER PARTS

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 26-AUG-2000 - present

Mileage at Failure(s) 5000 NOTICED @ 5000

Vehicle Speed at Failure(s)

Failed Part(s)
Available?☒ Yes ☐ NoNHTSA 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

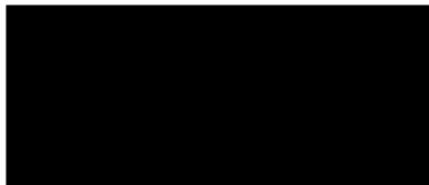
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHENEVER DRIVING ENGINE WOULD BURN AN EXCESSIVE AMOUNT OF OIL. HAVE TAKEN VEHICLE AT LEAST 2 TIMES TO DEALERSHIP, AND MECHANIC INDICATED THAT OIL BURNING WAS PERFECTLY NORMAL FOR JETTA. NO REPAIRS WERE DONE TO CORRECT PROBLEM.*AK

Also, "jelly" buildup + brown "frothy" buildup on engine oil cap + dipstick - burns a quart of oil every 2,000 miles - manufacturer claims "normal" consumption is between 0 quarts + 1 quart / per 1,000 miles

CONTINUE ON BACK IF NEEDED

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January 19, 2001

Dean Team Volkswagen
C/O Mary Jinkerson
15121 Manchester Rd
Ballwin, MO 63011

Ms. Jinkerson:

In June of 2000, I purchased a 2000 Volkswagen Jetta from your Ballwin, MO dealership. Since then, various service and product failures have forced me to return to the dealership on several occasions. Given the inconvenience and loss of confidence this has caused me, I would like to bring these instances to your attention beginning with the most serious.

On September 4th of this year, my new car was approaching 5,000 miles. At that time, the oil pressure light activated which prompted me to check the oil. Upon checking the dipstick, I found that there was no oil present in the engine. After bringing the car in, I was told by Derek Jayne that there was no leak present, and that an oil change should take care of the situation (the oil change was performed at that time). Since then, the vehicle continues to burn in excess of 2 quarts every 4,000 miles, which I am *now* told is "normal". While I find this response random (depending on who is asked) and difficult to believe, I can accept it. However, the fact that my salesman (Lavel Evans) never advertised this undesirable and *critical* fact upsets me greatly. Simply put, Mr. Evans' negligence placed the integrity of my investment at great risk.

In addition, just last week, I began to notice a "gel-like" buildup on the oil cap and dipstick. After having my oil changed at a local Jiffy Lube, the associate there brought to my attention the poor condition of the oil drained from the engine. He sited a gel buildup in oil that he believed to be caused by antifreeze or moisture mounting within the engine. Please note that my vehicle is currently at your dealership being checked for this very reason by Derek Jayne.

Be advised that I will begin speaking with my lawyer about pursuing the Missouri "Lemon Law" should the defect not be corrected. I also plan to contact the Better Business Bureau should this situation continue. If I am told that this type of performance is "normal", I can simply not accept that.

While these instances are the most serious factors compromising the dependability I was told the VW Jetta would provide, there are several other burdensome reasons I have been forced to return to your dealership. To simplify, I will bullet these instances below:

- Vehicle was delivered with little or no fuel in the tank, and incomplete equipment (CD changer turned out to be in another car)
- Deal was worked on a "bad" contract that VW rejected (No one ever contacted me about this... my follow-up efforts brought this to my attention)
- Delay in approving the contract, cost me a late fee in registering the vehicle
- Returned to the dealership to collect refund on late fee (dealership would not mail refund to me)
- "Rail Dust" scattered throughout the clear coat left me with a loaner for several days
- Lack of communication by your Service Department and Mr. Evans regarding the "Rail Dust" caused me to return one additional time even though my car was not yet available
- Now, I will have to return once more because my keyless entry buttons are not performing properly

Ms. Jinkerson, as a reasonable person, I feel confident that you can empathize with the displeasure I have felt over the past 6 months regarding my new vehicle. Not only have my repeated attempts to "close the deal" been burdensome, but they have also shattered my vision of the Volkswagen Company as well as the reliability I felt a new Jetta would provide. For this reason, I ask that you please take the necessary steps to ensure that my car is repaired to the degree that I can begin getting on with my life and enjoying the investment that I have made.

Sincerely,





January 25, 2001

Volkswagen of America
3800 Hamlin Rd
Auburn Hills, MI 48326
C/O Customer Relations Manager

To Whom It May Concern:

On June 24, 2000 I purchased a 2000 Volkswagen Jetta GL from your Ballwin, MO "Dean Team" dealership. Since then, various service and product failures have forced me to return to the dealership on several occasions. Given the inconvenience and loss of confidence this has caused me, I would like to bring the two most serious incidents to your attention, and insist that these defects be repaired immediately.

On September 11, 2000 the oil pressure light and buzzer sounded prompting me to check the oil. Upon doing so, I took note of a completely dry dipstick. Naturally, I called the dealership immediately and brought the car in on the following day to have it checked out (9/12/00). At that time, the service manager (Derek Jayne), advised that no leak was present and the car should be fine (they did perform the 5000 mile service on this visit). While I found that response difficult to believe, I left with hopes that the vehicle would not have the problem again.

In the time following my original visit, the car continued to burn 1 quart of oil ever 2,000 miles. After calling Derek Jayne, I was told that it was "normal" for Volkswagens to burn anywhere from 1 quart of oil per 1,000 miles to none at all. Since this was never stated to me by the salesman (Level Byans), I found this response unacceptable and, once again, difficult to believe. Furthermore, Mr. Jayne (along with other service managers and your Customer Relations Department) was not able to explain where the oil was going or why this is considered "normal".

On January 13, 2001, I also took note of a gel buildup on the dipstick and oil cap. Since this was a serious buildup, I again called Derek Jayne. After leaving the car with him on 1/19/01, I was told the next day by Mr. Jayne that this problem was, again, "normal" for Volkswagens. As any reasonable consumer, I am troubled by the lax performance

standards given to your vehicles and am confident that Volkswagen of America surely does not stand behind these unflattering statements regarding their automobiles.

For these reasons, let it be known that I am asking for one of the following repairs or resolutions on behalf of Volkswagen of America:

- Complete repair of oil consumption problem & oil "gelling" problem
- Replacement of the engine
- Full refund of my original purchase price including all license, tax, and associated fees

Should you have any questions, please feel free to contact me at (314) 968-0211 or at my stated address. I look forward to hearing from you and resolving this cumbersome and time-consuming matter.

Sincerely,

A black rectangular redaction box covering the signature of the sender.