



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 241**

Date Received

12-MAR-2001

Ord. or  
rt. dt  
pd. rt  
rp. ltr

Reference No.

882804

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>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
WVWCB515NK010529	VOLKSWAGEN	CABRIOLET	1992			
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio			
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input 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 Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

### FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08121000	Part Name(s) FUEL:FUEL EMISSION CONTROL:LINES:VAPOR VENT	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure	Date(s) of Failure(s) 06-MAR-2001 100000 Mileage at Failure(s)	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	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)

**VENT HOSE CONNECTOR IS RUSTED AND CAUSES FUEL LEAKAGES WHEN FUEL EXPANDS. DEALER NOTIFIED, AND INFORMED THAT WAS NOT COVERED UNDER A MANUFACTURER'S RECALL. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. \*AK**

CONTINUE ON REVERSE

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		FOR AGENCY USE ONLY 241	
 U.S. Department of Transportation National Highway Traffic Safety Administration		<b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted] 679599		Date Received: 01 MAR 2001 12-MAR-2001 EFFECTS INVESTIGATION	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an [Redacted] name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Signature of Owner: [Redacted] Date: 3/22/01	
<b>VEHICLE INFORMATION</b>			
Vehicle Ident. No. (VIN.) <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year
WVWCB515NK010529	VOLKSWAGEN	CABRIOLET	1992
Purchase Date 12-92	Dealers Name <u>Whitney VW (Now Forest)</u>		Current Odometer Reading 101252
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City <u>Villapark</u> State <u>IL</u> Zip Code <u>60181</u>	Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input 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 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		Body Style	
<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		<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 <u>Convertible</u>	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Component 08121000	Part Name(s) FUEL:FUEL EMISSION CONTROL:LINES:VAPOR VENT	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) <u>06-MAR-2001</u> Mileage at Failure(s) <u>100000</u> Vehicle Speed at Failure(s) <u>Parked</u>	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>APPLICATION INCIDENT INFORMATION</b> (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 <u>NIA</u>	Number of Fatalities <u>NIA</u>
Estimated Property Damage <u>NIA</u>		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</b>			
VENT HOSE CONNECTOR IS RUSTED AND CAUSES FUEL LEAKAGES WHEN FUEL EXPANDS. DEALER NOTIFIED, AND INFORMED THAT WAS NOT COVERED UNDER A MANUFACTURER'S RECALL. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK Raw fuel was spilling on my garage floor. I'm convinced it was by the grace of God no one was injured or killed. My safety concern regarding fuel spillage is similar or identical to the enclosed Mercury/Nissan RECALL.			
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 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.			

THE FOLLOWING PAGES ARE WITHHELD TO  
PROTECT UNWARRANTED INVASION OF  
PERSONAL PRIVACY PURSUANT TO  
EXEMPTION 6 OF THE FREEDOM OF  
INFORMATION ACT, 5 U.S.C. 552(b)(6)

(Page 1 through Page 3)

3-20-01

Re: Customer Care # 10180898

Volkswagen of America,

Per our conversation March 14, 01 (Ms. Shawntel Joseph) it appears VW's attitude is that of being "above the law"!

Enclosed please find my receipt for \$458.42 dated March 6<sup>m</sup>, 01. The crucial safety repair I paid for is being done for FREE under recall from the National Highway Traffic Safety Administration on Mercury Villager 1993 and upward also Nissan Quest 1993 upward. (see attached recall info). I realize my VW is 9yrs. old, however the above 8yr. old cars are being repaired also out of warranty! Please scan my service records... I always bring my car in for service. I have preventive maintenance on a regular basis. Raw fuel was spilling on my garage floor! It is by the grace of God no one was hurt or killed!

Please reconsider and do the good faith solution, pay for my safety repair

Sincerely,

CC. Robert #50 NHTSA  
USPS Cert # 7000 1670000686462993

## RECALLS

*These are recall notices that have appeared Sunday in Transportation. The recalls will be listed in the order in which they were initiated, with the most recent first. The notices will be run as space permits, with newer items taking precedent. The date at the end of each item indicated when it first ran in the Tribune. For more recall information, visit the National Highway Traffic Safety Administration at [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov).*

■ **Volkswagen** is recalling 45,448 1999 Passats because inspections revealed that the sleeves over the tie rod ends could slip off, allowing dirt to enter. Dirt and moisture could cause components to wear prematurely, diminishing steering control. Owners were notified in early February.

■ **DaimlerChrysler** is recalling more than 1 million vehicles because the owner's manuals might be missing instructions on attaching a child restraint system. The recall affects the 2000 Chrysler Cirrus and Plymouth Breeze; the 2000 and 2001 Chrysler Concorde, LHS and 300M; Dodge Neon, Stratus, Intrepid and Viper; Plymouth Neon and Proville; and the 2001 Chrysler Sebring and PT Cruiser; Dodge Ram, Dakota and Durango; and Jeep Wrangler, Cherokee and Grand Cherokee.

■ **Mercury** is recalling 394,000 Villager minivans from the 1993 to '98 model years that have a fuel tank vent hose that can crack and leak. There have been no reported injuries, accidents or fires related to the problem. Owners are being notified this month. 2-25-01

■ **Ford** is recalling 27,000 cars that have fuel-tank pressure regulators that can wear out and lead to a leak. There have been no reported injuries, accidents or fires related to the problem. Owners are scheduled to be beginning in May. 2-25-01

■ **Ford** is recalling 220,000 1997 and 1998 Ford Explorers and Mercury Mountaineers with an accelerator that can stick or hesitate. Ford has received reports of 22 accidents and two injuries. Owners will be notified beginning March 26. 2-25-01

■ **Ford** is recalling 137,700 copies of the 2000 and 2001 Explorer Sport and Explorer Sport Track and 2001 Ranger because the hoods can fly up while the vehicle is on the road. No incidents of hoods flying up have been reported. Owners have been notified since Dec. 4. 2-25-01

■ **Ford** is recalling 89,173 Lincoln LS cars and 38,681 Jaguar S-Type cars from the 2000 and 2001 model years that have ball joints that are not adequately tightened. That could cause the driver to lose control of the vehicle. No crashes have been reported. Owner notification began Nov. 27. 2-25-01

■ **Firestone** is recalling about 98,500 P205/55R16 Firehawk GTA-02 tires after an analysis showed that a design flaw can cause cracks in the tire. Most of the recalled tires are on the 2000 and 2001 Nissan Altima SE. Firestone has received no reports of accidents or injuries; the analysis was performed on tires that consumers brought back for adjustments. 2-25-01

■ **Mitsubishi** is expanding a previous recall of cars made at its Normal, Ill., plant in a move that affects more than 950,000 vehicles. In 1999, Mitsubishi recalled cars because rubber boots covering ball joints in the front suspension had been cut or damaged, exposing the joints to moisture. Because some of those joints passed inspection but later were found to be still vulnerable to moisture, the company is now recalling cars to check the lower lateral arm ball joint. The recall affects 567,000 Mitsubishi cars: the 1994-98 model Galant, the 1995-99 model Eclipse and the 1996-99 model Eclipse Spyder. The recall also affects 394,000 cars sold under Chrysler Corp. or DaimlerChrysler brands:

the 1995-99 model Chrysler Sebring, the 1995-99 model Dodge Avenger and the 1995-99 model Ford Taurus. 2-25-01

■ **Nissan** is recalling about 268,000 1993-98 Quest minivans after finding fuel-tank hoses had cracked. Nissan spokesman Eric Booth says no fires or injuries have been reported in relation to the problem, which was discovered during warranty checkups on the vehicle. The fuel tank hose is especially prone to crack if the fuel tank is overfilled or overheats or if the vehicle is driven a short distance after refueling. 2-18-01

■ **General Motors** is recalling 1.4 million 1999-2000 Chevrolet Silverado; 2000 Chevrolet Tahoe; 2000 Chevrolet Suburban; 2000 GMC Yukon/Yukon XL and 1999-2000 GMC Sierra pickups and sport-utility vehicles because of a potential problem with a brake system component. The front right-hand brake pipe is loose enough to the vehicle frame that it could come in contact with the frame. Any resultant damage could result in a loss of brake fluid and pressure, making braking distances longer. A symptom of the problem is an unusually low brake pedal. GM said no crashes have been reported related to the problem. The company began correcting the problem in October, but the action was publicized by the National Highway Traffic Safety Administration Jan. 23. 1-28-01

■ **Mercedes-Benz** is recalling 16,255 1997 E-Class sedans because the side air bags can inadvertently deploy. A problem with the driver and front passenger side air bag modules, affecting cars made between November 1996 and February 1997, caused bags to deploy in 39 cases. No serious injuries or accidents have been reported, says Mercedes spokesman Fred Heiler. Mercedes announced the recall Jan. 12. 1-21-01

■ **Ford Motor Co.** is recalling 300,018 1995 Ford Contour and Mercury Mystique sedans because the engines can overheat and possibly start a fire. The bearings on the cooling fan in cars with a 2.5-liter V-6 engine may be too tight, which can cause excessive heat. There have been 149 fires reported because of the problem, Ford said. No deaths have been reported, but the company is aware of one injury, to someone who burned a hand trying to extinguish a fire. The recall affects 278,875 Contours and 21,143 Mystiques. Owners were notified in January. 1-7-01

■ **Cadillac** is recalling 224,000 1998 and 1999 DeVille sedans to replace faulty side-impact sensing modules. The sensors can cause side air bags to deploy inadvertently or not at all. The faulty part won't be replaced until April because it is no longer made, but Cadillac began notifying owners in October to advise them not to lean against door panels. Cadillac received 306 complaints of malfunctions, resulting in 61 minor injuries. 10-08-00

■ **DaimlerChrysler** is recalling 1.4 million minivans to fix a fuel rail seal that can leak on a small pipe that carries fuel to the engine. The problem affects Dodge Caravan and Grand Caravan, Plymouth Voyager and Grand Voyager and Chrysler Town & Country minivans made between 1996 and 2000. The company has received 43 complaints, with two minor injuries from fires near the engine. The repair requires a part that will not be available until March. The recall was announced in September 2000. 11-5-00

