



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 436

Date Received

04-APR-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

885056

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) (Location at bottom of windshield and driver's side door) 3VWRC29M3XM025818	Vehicle Make VOLKSWAGEN	Vehicle Model JETTA	Vehicle Year 1999	Current Odometer Reading
Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
Transmission Type ☒ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ 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 _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000 06610001	Part Name(s) ENGINE EXHAUST SYSTEM:MANIFOLD:OXYGEN SENSOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 24-FEB-2000 Mileage at Failure(s) 45000	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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
--	---	---------------------------	----------------------	--------------------------	---

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

VEHICLE HESITATES WHEN TAKING OFF FROM STOP AND GO. IT LAUNCHES FORWARD LIKE A DELAY WITH MASS AIR FLOW SENSOR, BUT VEHICLE IT STILL HESITATES. DEALER SAYS THEY CAN REPLICATE PROBLEM.*AK

COPIES OF REPORTS - FREE -

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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D	O	T	M	6	A	E	H	T	W	R	4	6	8	MANUFACTURER/TIRE NAME	SIZE
														GOODYEAR / EAGLE LS	195 / 65 R15

* 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): HERE'S A TIME LINE OF REPAIR ATTEMPTS:

AFTER 20,000 mile service NOTICED HESITATION FROM ~~STOP~~ ^{STOP} TO ACCELERATION 2/24/00

① 30,000 mile service 8/15/00: HESITATION MORE FREQUENT (ONCE A DAY, EVERY OTHER DAY)

② 34,000 miles 11/01/01: HESITATION STILL PERSISTS & GETTING MORE FREQUENT

34,300+ miles 12/18/01: WHILE DRIVING DOWNHILL IN 5th GEAR ENGINE SHUTS

COMPLETELY OFF!!! - TAKE CAR BACK TO GET SERVICED!!

③ 40,721 miles 12/27/00 → 1/02/01: DROPPED OFF CAR AGAIN FOR HESITATION & ENGINE SHUT OFF → HAVE TO RENT CAR FOR A WEEK!!

④ 41,974 miles 1/30/01 → 2/02/01: REPLACED MASS AIRFLOW SENSOR (WARRANTY)

→ ENGINE STILL HESITATES FROM STOP & GO SITUATIONS

ONCE A DAY, EVERY DAY!! Problem still NOT FIXED!

(SEE ATTACHED SHEET FOR MORE DETAILS OF REPAIRS)

★ U.S. G.P.O.: 1992-623-897 / 60086

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

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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)





