



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received: 12-DEC-2002 5:19
Repository:
Reference No.: 10001062

DEFECTS INVESTIGATION OFFICE

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: ELYRIA State: OH Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of [Redacted] provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 01-14-2003

VEHICLE INFORMATION

Make: VOLKSWAGEN Model: PASSAT Model Year: 1996
Date Purchased: Oct 1999 Dealer's Name and Telephone Number: Spitzer Volkswagen 440-
Engine: No: Cylinders: 4 Fuel Type: F.I.
Original Owner: Dealer's City: Elyria OH State: OH Zip Code: 44035
Transmission Type: Manual 5 spd. Antilock Brakes Powertrain: Front wheel Drive
 Cruise Control Vehicle Component Code: 330000 INTERIOR LIGHTING
Multiple Failure: Ignition Switch/Headlight switch

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 12-DEC-2002 Failure Mileage: UNK. Failure Speed: UNK.
Continuous problems with starting car due to defective switch, Head light switch MELTED!

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Falken Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): P195/65R14
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

NHTSA#15255-02-V-000 IGNITION SWITCH BECAME INOPERATIVE. IF SUCH FAILURES OCCUR WHILE THE VEHICLE IS IN USE AT NIGHT OR IN RAINY OR SNOWY WEATHER A CRASH COULD OCCUR. CONSUMER CALLED ABOUT HAVING PROBLEMS WHIT THE VEHICLE HEAD LIGHTS SWITCH IGNITION GOT VERY HOT CAN TURN OFF. DEALER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATION. TS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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 a definable enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

When starting the vehicle (cold) in warm temperatures, Ignition switch will not engage the starter motor. I have had a mechanic state that the switch is at fault; due to testing with a known good switch

The head light switch is also defective, due to a meltdown inside the switch itself. I noticed that the switch was bad when I smelled a "Burning" smell inside the vehicle. I've replaced the switch with one from a salvage yard as it is against the law to drive without headlights, but it is unknown if the switch that I have is a defective one or not.

VOLKSWAGEN states that my car is not covered under the recall

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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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 78173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

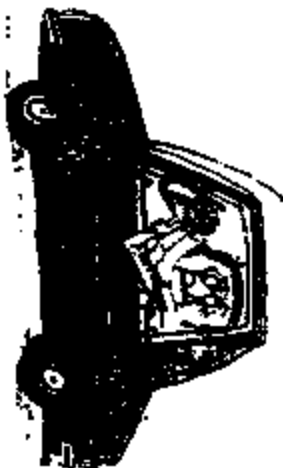
DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline
(DASH) 2 DOT



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