



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

Repository ☐

Reference No.
10002129

OFFICE
OF INVESTIGATION

OWNER INFORMATION (Type or Print)

DEFECT

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Name

Address

City

HOLYOKE

State MA

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an answer, we will assume you do not authorize NHTSA to provide a copy of this report to the vehicle manufacturer.

Signature of Owner

Date 1/21/03

VEHICLE INFORMATION

Make

VOLKSWAGEN

Model

PASSAT

Model Year

2001.5

Date Purchased
01-APR-01

Dealer's Name and Telephone Number

Fathers and Sons

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

West Springfield

State

MA

Zip Code

01085

4 cylinders

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

Ignition coils
003210 SUSPENSION/FRONT/STRUTS/COIL-SPRINGS

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-NOV-2001

Failure Mileage

10,000

Failure Speed

Ignition coils fail, one at a time, if every
10000 miles or so.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM13ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

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

Number of Deaths

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).

CONSUMER CALLED COMPLAINING ABOUT HAVING PROBLEMS WITH THE VEHICLES COIL PACKS. ALSO STATED THAT THIS IS THE FOURTH TIME
THAT THEY HAVE BEEN REPLACED. DEALER WAS CONTACTED AND HAS KNOWLEDGE OF THE PROBLEM. DEALER HAS STATED THAT IT IS A
COMMON PROBLEM. PH

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

ATTACH ADDITIONAL SHEETS IF NECESSARY.

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.

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

Every 10,000 miles or so, my car begins to shake and
buck drastically. This has happened three times. Each time
it has turned out to be a bad reaction oil (oil pump). Each
time the oil pump that went bad was replaced (it was a different
one each time). Fortunately, I only have 4 cylinders in my car, so
I only have to go through this one more time.

When a oil pump goes bad, the car not only bucks frighteningly,
but it also loses power, making it difficult to accelerate from idle in a
case of emergency. In snow country, in particular, this has been a
serious problem, as it interferes with my ability to control the
car on slippery roads.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



Holyoke MA



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
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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1-888-327-4236

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(DASH) 2 DOT



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