



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 ☐

RECEIVED
07-JAN-2003

Reference No.
10002233

03 FEB 12 PM 1:12

OWNER INFORMATION (Type or Print)

Name

Address

City FORT WAYNE

State IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1/1/03

VEHICLE INFORMATION

17 See Vehicle to determine correct collection of VIN. If vehicle is not a 17-digit VIN, enter "N/A".
VIN: WWPV63P52H442253

Make
VOLKSWAGEN

Model
PASSAT

Model Year
2002

Date Purchased
03/2002

Dealer's Name and Telephone Number
Vorderman Motor Werks

Engine:
No. Cylinders

Fuel Type:

Original Owner
☒

Dealer's City
Fort Wayne

State
IN

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

100000 POWER TRAIN

Auto

☒ Cruise Control

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
28-DEC-2002

Failure Mileage
12,000

Failure Speed
15 mph

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: DOTMALSABC036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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 STATES THAT WHILE DRIVING AT ANY SPEED AND WITHOUT WARNING THE VEHICLE WILL NOT ACCELERATE CAUSING A DISTRACTION TO THE CONSUMER. DEALER NOTIFIED. TS And shuddered to a stop leaving consumer stranded. car was towed to dealer. vw agreed to replace only failed coil rather than all four coils. consumer was able to talk dealer into replacing all four coils given her pregnancy and frequency of travel. See other side for details.

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)

Car began to shudder as I approached a stoplight. I was able to pull into a gas station as the car lost power. Called dealer and had to have car towed in. Was told by dealer that one of the four ignition coils had failed. Volkswagen of America was only agreeing to replace ~~one~~ the failed coil although dealer informed me this was a "bad batch" of coils and the other three could fail at any time. I find this unacceptable as an 8 mo. pregnant woman that my brand new car could leave me stranded by the side of the road. I feel that VW should be forced to recall and replace this "bad batch" of ignition coils.

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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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**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

DOT Auto Safety Hotline
(DASH) 2 DOT



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