



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-DDT
(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100083

Date Received: **MAR -5 PM 8:12**
09-JAN-2003

Repository
Reference No.
10002461

OFFICE DEFECTS INVESTIGATION

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: **UNION** State: **NI** Zip Code: [Redacted]

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

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, please provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: **1/25/03 2/24/03**

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side): **WVWPD63B52P127324** Make: **VOLKSWAGEN** Model: **PASSAT** Model Year: **2002**
Date Purchased: [Redacted] Dealer's Name and Telephone Number: **Trend Motors (973) 625-0100** Engine: No. Cylinders: **4** Fuel Type: **Gas**
Original Owner: Dealer's City: **ROCKAWAY** State: **NJ** Zip Code: [Redacted]
Transmission Type: [Redacted] Antilock Brakes Powertrain: [Redacted] Vehicle Component Code: **021210 SUSPENSION:FRONT:SPRINGS:COIL SPRINGS**
 Cruise Control Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): **12/10/02** Failure Mileage: **12,000** Failure Speed: **35 MPH** **Ignition Coil**
2/18/03

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM15ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
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: **0** Number of Deaths: **0** 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 IGNITION COIL PACK. DEALER WAS CONTACTED AND STATED THAT THERE IS A BACK ORDER ON THE PART. *NLM

Engine malfunction light stayed on and the car was shaking. I drove 15 minutes to work and it shook the whole way. I called VW when I got to work and they said not to drive it again and to have it towed in. The next day I got the rental car, after waiting two hours for the VW driver to pick me up.

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 Administration 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)

The part was on backorder and it took a week and a half (almost two weeks) for it to come in. ~~then~~
I had to drive to Massachusetts for Christmas in a rental car that I was not particularly comfortable with, and which was not comparable to my car (they gave me a Dodge Neon after they first put me in a Chevy Lumina).
The dealer replaced the part free of charge. I received a letter from VW in 1/81/83 explaining the possibility of having this problem.
I am glad that they are now informing people who haven't had this problem yet, however, they knew about the problem in December and I would like to have been informed before I had it. I could have been stranded on my way to MA. 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



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

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.dot.gov/ncr.htm>

February 24, 2003

(cont.)

On Tuesday, February 18, 2003, a day after the blizzard hit New York and New Jersey, I was driving home to New Jersey from Long Island when the engine malfunction light began flashing, again. This not even two months after the car was "repaired" the first time. I called the dealer who told me the same thing as the first time, to have my car towed in. This time I was told that because this was my second time with the same problem, they would be kind enough to replace all of the ignition coils, rather than just the one that malfunctioned this time.

I am extremely annoyed and frustrated that they did not replace all of the coils the first time, knowing full well that there was not only a possibility but also a probability that I would have the same problem again. I know the part was on backorder from Germany, but I would rather not have gotten my car back for another month than to have to bring it back in a second time.

Sincerely,

A solid black rectangular box redacting the signature of the sender.