



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 100145

Date Received **RECEIVED**

Repository

DEFECTS INVESTIGATION

Reference No.
10003633

OFFICE

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City **AVON LAKE**

State **OH**

Zip Code

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 1/1/02

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
WWWVD63BL2E024015

Make
VOLKSWAGEN

Model
PASSAT

Model Year
2002

Date Purchased
20-AUG-2001

Dealer's Name and Telephone Number
FORD VINCENT VOLKSWAGEN, INC. 440.944.8100

Engine: **1.8TURBO**

Fuel Type:
Gas

Original Owner

Dealer's City
WILLOUGHBY HILLS

State
OH

Zip Code
44092

No. Cylinders
4

Transmission Type
TIPTRONIC 5-SPEED AUTO

Antilock Brakes
 Cruise Control

Powertrain

Vehicle Component Code
IGNITION COIL
041340-SUSPENSION-FRONT-SPRINGS-COIL-SPRINGS

Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
11-DEC-2002
20-DEC-2002

Failure Mileage
21511
21687

Failure Speed
35 MPH
NA

COIL #1 BENT OUT DURING DRIVING. CAR SWAYED AND LOST POWER. UNABLE TO STEER HOME BUT WITH SIGNIFICANTLY REDUCED POWER.
COIL #2 WAS IDENTIFIED BY CURB KICKING LIGHT. NO ISSUE W/POWER.

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: DOTM19ABC036)

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 STATED, THE IGNITION COIL CONTINUED TO BREAK WHICH CAUSED VEHICLE TO LOSE POWER WHILE DRIVING. DEALER NOTIFIED. PLEASE PROVIDE ADDITIONAL INFORMATION. *JB

VEHICLE WAS REPAIRED AT DEALER OTHER THAN WHERE PURCHASED. THIS COIL ISSUE IS WIDESPREAD AND WELL KNOWN.

ADDITIONAL ISSUE IS HEADLIGHT BURNOUTS. ATTACHED DOCS SHOW 3 BURNOUTS IN 7 MONTHS. THIS IS ANOTHER ISSUE NOTED BY OTHER OWNERS OF THIS VEHICLE.

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 administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**