



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 335

Date Received
RECEIVED
FEB 12 JAN 2003 8:36

Repository

Reference No.
10004106

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City **PLAINSBORO** State **NJ** Zip Code [Redacted]

OFFICE
Daytime Telephone Number [Redacted]
Evening 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 LI NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [Redacted] Date **02/02/03**

VEHICLE INFORMATION

Make **VOLKSWAGEN** Model **PASSAT** Model Year **2002**
Date Purchased **April 19, 2002** Dealer's Name and Telephone Number **Princeton VW Audi 609 688 3152** Engine: **1.8L Turbo** Fuel Type: **Premium**
Original Owner Dealer's City **Princeton** State **NJ** Zip Code **08540** No. of Cylinders **4**
Transmission Type **Auto** Antilock Brakes Cruise Control
Powertrain
Vehicle Component Code **Ignition Coils**
022110 SUSPENSION-REAR-SPRINGS-COIL-SPRINGS-
Multiple Failure: **2 of 4 (#15 1 unit failed)**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **8/25/02** Failure Mileage **0 (@start)** Failure Speed **Ignition Coils / Part # 06B-905-115H**

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: DOTM19ABC036) 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).

THE VEHICLE DEVELOPED A UNCONTROLLABLE JERK. CAUSE IS UNKNOWN. THE JERKING WAS SO VIOLENT THAT VEHICLE WAS TOWED TO VOLKSWAGEN. PLEASE PROVIDE ANY FURTHER INFORMATION. PH

2 of 4 ignition coils failed on vehicle. engine light warning was on. ride was very jerky and vehicle was parked after 125 miles. vehicle was towed to local dealer (see repair invoice) and repaired (cont'd)

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.

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

Vehicle was received by Springfield VW (PA) on 12/30/2002.
VW has remanufactured part due to MFR's failures.
Car was ready on 1/18/2003 and was picked up.
My main concern is that I still have 3 ignition coils
that are prone to failure on my vehicle I would like
VW to recall the vehicle and replace these parts.

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



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

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.dot.gov/ncsa

**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).**