



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

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Repository

Reference No.  
10006250

### OWNER INFORMATION (Type or Print)

Name

Address

City

MANCHESTER

State NH

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

### VEHICLE INFORMATION

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

NOT AVAILABLE

Make  
VOLKSWAGEN

Model  
PASSAT

Model Year  
2002

Date Purchased  
8/02

Dealer's Name and Telephone Number

WELLS CHEVROLET + VOLKSWAGEN

Engine:  
No. Cylinders  
4

Fuel Type:  
GAL.

Original Owner

Dealer's City

Amherst MA

State

MA

Zip Code

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

?

Vehicle Component Code

063110 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; EMISSION

Multiple Failure:

### FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12/25/02  
1/25/03

Failure Mileage

12K  
15K

Failure Speed

failed ignition coils - both kinds

### 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

Name:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component/Label:

Serial No.:

### 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).

THE "CHECK ENGINE" LIGHT ILLUMINATED AND VEHICLE STARTED TO MISFIRE AND SHAKE. THE VEHICLE WAS TOWED TO DEALER AND DEALER REPLACED ONE OF THE COILS. - Refused to replace remaining

ignition coils, ignition coils  
explaining that VW would not replace them until they "actually failed" (despite known, widespread defect).  
we have had two ignition coil related breakdowns in 6 months.

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, if any, will be made available to the public.