



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) 2013 MAY -7 PM 4:12:50
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100083

Date Received

Repository ☐

Reference No.
10015157

OWNER INFORMATION (Type or Print)

Name

Address

City

COLORADO SPRINGS

State CO

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 a signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 07/19/12

VEHICLE INFORMATION

Make VOLKSWAGEN		Model EUROVAN	Model Year 2001
Date Purchased 01-MAY-02	Dealer's Name and Telephone Number Heubach Motors 919 4751920		Engine: No. Cylinders 6
Original Owner ☐ 2nd	Dealer's City Colorado Springs CO	State CO	Fuel Type: Gas
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain	
Vehicle Component Code 061000 ENGINE AND ENGINE COOLING:ENGINE		Multiple Failure: 2	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07/28/02 03/13/03	Failure Mileage 8,090 14,405	Failure Speed approx 45-50 mph	RT Side motor mount bolt broke Started the engine and then broke - 10-15 mph / Broken CV Joint Left Inner
--	------------------------------------	-----------------------------------	--

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 ☐ 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 ENGINE FELL FROM THE VEHICLE DUE TO A MISSING BOLT, ALSO THE TRANSMISSION WAS INOPERATIVE. *JB

-I am the 2nd owner of this van. When I asked for records on this vehicle I found out it also had a rebuilt engine & transmission prior to me purchasing

- my daughter & I were driving back from a trip in the mountains. Approx 42 way back the engine light came on, as I was pulling over I heard a loud rattle & saw smoke coming from under the engine. I had vehicle Towed To nearest dealer. (see service invoice)

- my Grandson & I were on an intersection stopped at a 4 way traffic light. When I accelerated I heard a metal crunching noise. My van was hit from behind. BOLT SPRANG OUT INTO ROAD. The Police picked them up & gave them a tow truck driver. 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.

See attached copies of service records

**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).**