



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 100147

Date Received

Repository ☐

2003 AUG 22 AM 9:20

Reference No.
10019716

OWNER INFORMATION (Type or Print)

Name

Address

City

PASADENA

State CA

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 owner's signature, the signature of the vehicle manufacturer.
Signature of Owner _____ Date: 7/21/03

VEHICLE INFORMATION

Make VOLKSWAGEN
Model PASSAT
Model Year 2001

Date Purchased

6/23/01

Dealer's Name and Telephone Number

Bozzari Volkswagen 800-510-0084

Engine:

No. Cylinders

V6

Fuel Type:

unleaded

91

Original Owner

Dealer's City

Covina

State

CA

Zip Code

91723

Transmission Type

automatic

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

121000 EXTERIOR LIGHTING-HEADLIGHTS

Multiple Failures: Yes - multiple incidents

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

11-11-2003
see below

Failure Message

multiple

Failure Speed

6/22/02 - 17, 173

10/24/02 - 24, 679

5/14/03 - 34, 503

7/21/03 - 37, 796

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: DOTM18ABC036)

☐ 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

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).

WHILE DRIVING THE VEHICLE ONE NIGHT BOTH FRONT HEADLIGHTS BURNED OUT WITHOUT WARNING. *NLM

Multiple incidents:

- A) 6/22/02 - Rt headlight burned out, was replaced by dealer at my cost. (T)
- B) 10/24/02 - Both headlights burned out, replaced by dealer at my cost. (CP)
- C) 5/14/03 - Right headlight burned out, replaced by dealer under parts warranty. (CP)
- D) 7/21/03 - Left headlight burned out, replaced by independent mechanic at my cost. (T)

T = Torrance/Power VW
310 300 6511

P = Pasadena/Trans Ocean Motor Co. VW
624 477 0300

no old parts
available

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 responses, or a statistical summary thereof, may be used in support of the agency's action.

→ see other side.

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

10/24/02 incident occurred at night while driving, creating a safety hazard.

5/4/03 incident was noticed/occurred at night, also creating a safety hazard.

I was told by dealer that changing headlights this frequently is "normal" (Flower View/Torrance)

Ultimately problem was determined to be faulty wiring. Both headlight wiring harnesses were replaced.

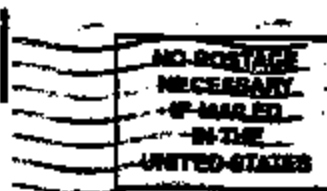
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of Transportation

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



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OR

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and dial toll free at

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(DASH) & DOT



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<http://www.nhtsa.gov/ncsa>