



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

(1-888-327-4238)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 108079

Date Received

Repository ☐

06-JUN-2003

26 JUN 2003

10022563

OWNER INFORMATION (Type or Print)

Name

Address

City

ELGIN

State

IL

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: / /

VEHICLE INFORMATION

Make

VOLKSWAGEN

Model

PASSAT

Model Year

1999

Date Purchased

5/19/99

Dealer's Name and Telephone Number

PHIL AMERICA MOTORS

Engine:

No. Cylinders

6

Fuel Type:

PREMIUM

Original Owner

1

Dealer's City

ST. LOUIS

State

MO

Zip Code

6

Transmission Type

MANUAL

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

116000 ELECTRICAL SYSTEM:IGNITION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

06-JUN-2003

Failure Mileage

30,000

Failure Speed

65 MPH

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: DOTN19ABC036)

☐ 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;

ie, parts repaired or replaced (and if old part is available).

WHILE DRIVING SUDDENLY AND INTERMITTENTLY ENGINE LIGHT CAME ON, AND THERE WAS HEAVY VIBRATION FORCE TO PULL OUT THE

ROAD DUE TO A FAULTY IGNITION SWITCH COIL PACK. *AK ONE RAN LIKE IT WAS ON 3

CYLINDERS ~~ON~~ INSTEAD OF 6. VERY DANGEROUS, ESPECIALLY

IN RUSH HOUR TRAFFIC WITH LITTLE SPACE TO

MANUEVER. VW HAS TAKEN "DEALER ACTION" FOR

V6 PASSATS BUT NOT 1999 MODELS. DEALERSHIP ADMITTED

IT'S SEEING THIS IN 1998+ ABOVE VW V6 ENGINES.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoce.

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 responses 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.

(OVER)

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

VW NEEDS TO EXPAND ITS "DEALER ACTION"
TO 1998 V6 ENGINES + BEYOND. IT'S THE RIGHT
THING TO DO. TOO MANY OTHER COMPLAINTS ON VW CHAT
ROOMS + DEALERSHIP ADMISSION TO THE PROBLEM.
IN MY CASE, AT 30,000 MILES?
HOWEVER, I DON'T BELIEVE THE COMPANY WILL
WITHOUT AN INVESTIGATION.

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

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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.safercar.gov>