



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 100161

Date Received

Repository ☐

2003 SEP 24 11 09 AM

Reference No.

10024264

OWNER INFORMATION (Type or Print)

Name

Address

City MARION

State MA

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 7/8/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WWWNAZ3B2YE285634

Make
VOLKSWAGEN

Model
PASSAT

Model Year
2000

Date Purchased

5/2000

Dealer's Name and Telephone Number

BARRYS

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

N. DARTMOUTH

State

MA

Zip Code

02747

4

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 1

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s)

Failure Mileage

24600

Failure Speed

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: DOTM15ABC036)

☐ 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 MALFUNCTION INDICATOR LIGHT ILLUMINATED. VEHICLE WAS TAKEN TO THE DEALER ON 5/24/2003, AND THE TEMPERATURE SENSOR WAS REPLACED. ABOUT SIX DAYS LATER LIGHT ILLUMINATED AGAIN.*AK

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.

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

On 5/22/03 I took my car to Barry's because the Malfunction Indicator Lamp Light was on. They charged me 78.00 to diagnose the problem and charged another 7.74 for "hazardous waste supplies." On May 24, I returned and they replaced a sensor for 10.70 plus 70 labor and again 7.10 for "hazardous waste supplies" for a total of 88.63. About 6 days later the MIL light was on again. I called Barry's where I had previously went and they wanted to charge another 78.00 to diagnose the problem. I explained I could pay 78.00 anytime the light goes on. They basically would not help me. I have had the light on ever since. It is now Aug 10 2003. Presumably to the May incident I had another time for the mil light when it was on. FVW Photos pd. for a hose when my car was about 24,000 + miles.

ATTACH ADDITIONAL SHEETS IF NECESSARY

(26,865) 75.00 *diagnostics 3/11/02

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of Transportation

National Highway
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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



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and dial toll free at

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