



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
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OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SANTA FE State: NM Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
Evening Telephone Number:

Do you authorize NHTSA to disseminate this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 8/17/03

VEHICLE INFORMATION

Make: VOLKSWAGEN Model: PASSAT Model Year: 2002
Date Purchased: JUNE 2000 Dealer's Name and Telephone Number: CAMELBACK MOTORS
Original Owner: Dealer's City: PHOENIX State: AZ Zip Code: [REDACTED] Engine: 4 No. Cylinders: 4 Fuel Type: GAS
Transmission Type: MANUAL Antilock Brakes Powertrain: [REDACTED] Vehicle Component Code: 190000 TIRES
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 14-JUN-2003 Failure Mileage: 25,000 Failure Speed: 65 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: MICHELIN Tire Model (Name or Number): MXV4 Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTMALSABC036): [REDACTED] Original Equipment Prior Repair Failure Location: RIGHT REAR
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] Reported to Police: Yes No

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 ON THE HIGHWAY RIGHT REAR MICHELIN MXV4 TIRE DISINTEGRATED. PARTS OF THE TIRE RUPTURED THE GAS TANK, CAUSING A FIRE. FIRE DEPARTMENT EXTINGUISHED THE FIRE. ON 6/18/2003 THE CONSUMER CONTACTED THE MANUFACTURER, WHO STATED THAT VEHICLE WAS NOT INVOLVED IN THE RECALL# 02V026000. ON 6/20/2003 THE DEALER CALLED AND INFORMED THE CONSUMER ALL DAMAGES TO THE VEHICLE WOULD BE FIXED PER THE RECALL. A RECALL NOTICE WAS RECEIVED AFTER THE CALL FROM THE DEALER WAS MADE. *AK
NO FIRE CAR REPAIRED AT PREMIER MOTORCARS, SANTA FE, NM (505) 471-7007 NO FURTHER COMMUNICATION FROM VW.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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 be a 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.